

(Attachment D)
Support Staff Focus Group Discussion Guide

As part of this feasibility study, leaflets and posters advertising patient guides developed through the Effective Health Care (EHC) Program were displayed and made available in the clinic. The aim of this focus group discussion is to determine if the promotion of the guides affected your workflow and to obtain feedback on the display of the promotional materials that could have enhanced their visibility and accessibility.

1. In your opinion, did the location of the leaflets/posters provide easy accessibility for patients visiting the clinic?
2. Did the location/display of the leaflets interfere in any way with your workflow/activities?
3. Did you receive any requests for help concerning the instructions on the leaflets/posters?
4. Did you receive any requests for help on texting?
5. Did you receive any requests for help in any other matter related to this project?
6. Did you receive any requests for information regarding the content of the leaflets/posters?
7. Did you receive any requests for hard copies of the materials publicized in the leaflets/posters?
8. Did you actively promote the materials publicized in the leaflets/posters (e.g., by giving out leaflets/showing the poster to patients)?
9. Based on your experience/knowledge of this clinic's patient population, what is your opinion of the promotion and dissemination methods used in this feasibility study? What could have been done differently to improve the disseminations of the guides?

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