

“Informing the Development of Mobile Apps for HIV Prevention, Treatment, & Care”

## **2h. Focus Group Moderator Guide - HIV Healthcare Providers**

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## **Focus Group Guide** **Healthcare providers PLWH**

### *Introduction*

Good morning/afternoon/evening. My name is \_\_\_\_\_ and I work for \_\_\_\_\_. We are studying ways of improving health and other services. This study is funded by the Centers for Disease Control and Prevention (CDC) .

As part of our studies, we've asked you here to discuss the use of mobile technology for HIV prevention treatment and care. Our discussion should last for between 1 hour and 1 1/2 hours.

I will be helping to guide the discussion and make sure everybody has a chance to speak. This is my friend\_\_\_\_\_. S/he will be making notes during the discussion so that we do not forget any of the points discussed. Although s/he will be recording the points raised, s/he will not write down any names, so whatever you say will be confidential.

Please remember, you are the experts and we are here to learn from you. Please don't tell us what you think we might want to hear. Tell us your views, whatever they are.

Let me explain the ground-rules. They are very simple. Please don't interrupt anyone and try to give everyone a chance to speak. Are there other rules we would like to add?

1. Warm Up Questions: Tell us about your familiarity and experience with mobile health technology.
2. What do you think these mobile programs/applications do well?

#### **A. Education and information**

1. What type of information and education is needed by target population to help manage HIV infection? (Probes: HIV medication info, Medical definitions, How to disclose status, Partner testing)
- 1) What other type of information is needed to help improve overall health and quality of life? (probes: HIV prevention information, anal health, oral health, nutrition)
- 2) What is the best format for delivering information using an app?

#### **B) Identifying Resources**

- 3) What types of resources are needed by your patients to help manage HIV infection? (Probes: healthcare providers, pharmacies, HIV prevention providers)
- 4) How would you like your clients to be able to link with you and the overall healthcare system?
- 5) How would you like local resources to be integrated into your app? (Probes: Listing of resources, Map of resources, GPS location, Contact information, driving and walking directions, operating hours)?
- 6) What social support systems are most critical to your clients/ patients care?

#### **C) Care and Treatment Adherence**

- 7) What is needed to help your patients improve their HIV treatment adherence? ( Probes: Reminders to take medications, Refills, Reminders for appointments, Referrals to ancillary services, Interpretation of medical information, Social support, real-time support, motivational messages, progress monitoring, reminder alarms and double prompts, phone call reminders)

#### **D) Health Data Management**

- 8) What medical data and information would be helpful for your patients to have accessible when seeking services and healthcare? Probes: lab results, CD4 tracking, Medication schedule, proof of HIV status, Ryan White/insurance info, Refill history, side effect/symptoms diary)
- 9) What are the privacy concerns that need to be addressed from a providers' perspective?
- 10) Anything else that you would like to say that you didn't get a chance to say?

Thank you very much for your time and consideration. The information you have provided today is important and will help us to develop appropriate solutions to support persons living with HIV in maintaining optimal medication adherence, thus leading to optimal health outcomes.