ATTACHMENT A

Preliminary Conference Call Discussion Guide

Hello, my name is _______________. As you may recall, I am calling from the University of Wisconsin-Madison. Thank you for agreeing to speak with us today.

On the phone is my colleague ______________, also from the University of Wisconsin-Madison.

We scheduled up to one hour for this call. Does this time still work with your schedule?

Thank you for the time to discuss this study. We are here to answer any questions or concerns you may have about your practice's participation in the study and our visit to your practice.

Review the following topics:

- Goal of the study

  The goal of this project understand the influence of things such as patient or provider characteristics; physical environment and layout; technical training and support; functionality and usability of health IT; worker roles; staff workload, stress, and job satisfaction; and communication flows —in capturing and using patient-reported information in ambulatory health IT systems and associated workflows.

- Definition and examples of patient-reported information

  Patient-reported information can include symptoms (e.g., pain, fatigue), results of self-testing (e.g., blood glucose levels, blood pressure), weight questions and concerns, or over-the-counter medication use. Patients may be able to share information with the practice using
  - Patient portals (sometimes referred to as [electronic] personal health records or PHRs; allow patients to view portions of their medical records [e.g., laboratory test results] and support other health-related tasks such as making appointments or requesting medication refills. Some patient portal applications exist as stand-alone Web sites; other portal applications are integrated into an existing electronic health record [EHR] system);
  - Secure messaging with patients (use of secure e-mail between patients and clinicians, typically using the secure messaging functionality in the EHR and/or patient portal); and
  - e-forms (surveys that are administered using computerized media [e.g., tablets, laptops] to collect information from patients using pre-formatted forms before or during patient visits).

  For example, more and more physicians' practices are using secure messaging for communication between patients and their providers.

- Site visit schedule, including involvement of clinicians, office staff, and patients

  Data will be collected during the site visit to take place from XX/XX to XX/XX. Researchers will be collecting data from clinicians and staff through observations and interviews. Clinicians and staff will also be asked to fill out a short survey. Finally, a few patients in your practice will be asked what they think about providing information using health information technology applications.

- Types of questions to be asked of clinicians, office staff, and patients

The clinician and office staff interviews will include discussion about the workflow observed during observations of clinician and office staff, facilitators and barriers to capturing and using patient-reported information, and whether there are uncommon workflow patterns that arise occasionally but were not observed.

The clinician and office staff survey will be used to collect data regarding attitudes about and perceptions of the health IT workflows staff engage in related to patient-reported information, and the barriers and facilitators associated with capturing and using patient-reported information.

Patients will be interviewed to understand the workflow of entering or reporting information from the patient's perspective, the training required to do so, the time it takes to report information, and whether there are challenges, barriers, facilitators or workarounds commonly used by patients as they report information requested by their care providers.

- Follow-up regarding Workflow Process Map(s)

  Approximately one month after the site visit, you will be provided with a summary of your current workflow in the form of a process map(s). We will ask you to review the process map(s) and discuss it with us during a one hour phone call.

Finally, after we finish our data analysis, your practice will also be provided with the results of the study for your clinic in particular, and the overall study findings.

Do you have any questions about the study and what it will entail?

- *If yes, answer questions*.
- *If not or once all questions are answered*, thank you for your time and your participation.
  - I will send [name of Practice Manager] the Pre-Visit Questionnaire via email at [confirm email address] by [DATE]. We kindly ask you to complete it by [DATE].
  - Could you share the project summary with your staff and talk to them about the project?

We will see you on XX/XX for the site visit. If any questions come up in the meantime, feel free to contact me at [phone] or via email at [email address]

Project Title: **Using Health IT in Practice Redesign: Impact of Health IT on Workflow**

Contract #: HHSA 290 2010 00031i Task Order 2 (Abt Associates)
Project Dates: 8/15/2012 - 8/14/2015
Principal Investigator: Pascale Carayon, PhD
UW Institutional Review Board protocol numbers to be assigned

Researchers with Abt Associates, the University of Alabama-Birmingham, and the University of Wisconsin-Madison are conducting a study to examine how patient-reported information and health information technology can be used optimally in small and medium-sized practices. Patient reported information can include surveys or forms patients fill out on computers when they visit the practice; information reported by patients through patient portal websites (such as MyChart, PrimePatient, or SuccessEHS Portal): or secure messaging (e-mail) between patients and providers. For example, more and more physicians' practices are using secure e-mail for communication between patients and their providers, and we are interested in learning when the providers check email, how triage of incoming emails is completed, how the practices decide whether a patient should come in for an appointment and whether emails become part of a patient's medical records.

Data will be collected in 3- or 4-day site visits at 6 small and medium-sized practices in Alabama and Wisconsin. Researchers will observe providers and office staff using health information technology to gather patient information and making use of the information reported by patients. Interviews with providers and office staff will be completed about the different types of health IT, patient-provided information and how it affects the way work is done in the practice. Selected clinic patients will be interviewed about their use of health IT to report information to providers and the ease of using the technologies. In addition, all clinic staff will be asked to complete a survey about the different types of health IT, patient provided information, barriers and facilitators to using the different types of health IT and how use affects the work processes in the practice.

After the site visits, researchers will use the data collected to create process maps describing how the practice gathers patient information using health IT and how that information is used. If the practice is interested, researchers will share these maps and make suggestions for how to improve work processes.

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