

## Appendix 5: Recruitment Email Templates for Data Collection

### Template for Semi-structured Interview Initial Recruitment

Sent on Behalf of Anthony Wallin MD, Medical Director, Urgent Care

#### **Greetings:**

We need your input! Intermountain Healthcare and the University of Utah are working with the Centers for Disease Control and Prevention (CDC) to assist with deploying an antibiotic stewardship initiative in urgent care (UC) settings. As part of the activities, Intermountain Healthcare researchers need to conduct interviews during in-person visits at your clinic, through virtual meetings, or phone interviews to gather a better understanding of knowledge, attitudes, current practices, and barriers that clinicians face regarding antibiotic stewardship.

#### **What does this mean for you?**

The team will be interviewing Urgent Care clinicians—each interview should only take about 40 minutes. All participating clinicians will be provided an overview of the study and be asked to sign for consent. Participation is voluntary and you can always decline to participate.

#### **Why is participation valuable?**

In July 2019, Intermountain implemented several new antibiotic stewardship interventions within our urgent care service line as part of a contract with the CDC. As part of that work, we want to hear about your experiences with these interventions and what you have observed. The results of this interview will be used to understand the effects of interventions and how they can be generalized and improved.

#### **Whom to contact with a response and questions or concerns?**

Please contact Ishita Singh ([ishita.singh@imail.org](mailto:ishita.singh@imail.org)) if you have any questions about the study or if you would like to participate.

## Template for Semi-structured Interview Recruitment Reminder

Sent on Behalf of Anthony Wallin MD, Medical Director, Urgent Care

### **Greetings:**

We still need your input on our antibiotic stewardship initiative in urgent care! The research team wants to better understand your knowledge, attitudes, current practices, and barriers regarding antibiotic stewardship.

### **What does this mean for you?**

The research team will be interviewing Urgent Care clinicians for about 40 minutes after informed consent is obtained. Participation is voluntary and you can always decline to participate.

### **Why is participation valuable?**

In July 2019, Intermountain implemented several new antibiotic stewardship interventions within our urgent care service line as part of a contract with the CDC. As part of that work, we want to hear about your experiences with these interventions and what you have observed. The results of this interview will be used to understand the effects of interventions and how they can be generalized and improved.

### **Whom to contact with a response and questions or concerns?**

Please contact Ishita Singh ([ishita.singh@imail.org](mailto:ishita.singh@imail.org)) as soon as possible if you have any questions about the study or if you would like to participate.

## Template for Survey Initial Recruitment

Subject Line: Intermountain Provider Survey – please share your responses about Antibiotic Stewardship

Dear [Provider Name],

You are being contacted to participate in a research project investigating provider attitudes and behaviors related to antibiotic stewardship. We need your help!

In July 2019, Intermountain implemented several new antibiotic stewardship interventions within our urgent care service line as part of our contract with the CDC. As part of that work, we want to hear about *your* experiences with these interventions and what you've observed. Have you changed your practice? Are you providing more education to patients about antibiotic use? What tools and techniques have been useful for helping you improve your prescribing? The results of this survey will be used to understand the effects of our interventions and how they can be generalized and improved.

[TAKE SURVEY](#)

Your survey link is: [\[REDCap Link\]](#)

For questions or concerns, please contact the research team by sending an email to [scoreuc@imail.org](mailto:scoreuc@imail.org) or by calling (801)382-7483 between 7 a.m. - 7 p.m. Monday through Thursday or 7 a.m. - 5 p.m. Friday.

Thank you for your interest in being part of our research!

Sincerely,

Kim Brunisholz

Lead Qualitative Scientist, Healthcare Delivery Institute, Intermountain Healthcare

You received this email because you were an urgent care provider during our stewardship interventions implementation period from July 2019 to June 2020. We will send two more reminders to participate unless you [Unsubscribe](#).

## Template for Survey Recruitment Reminder

Subject Line: Reminder - please complete the survey about Antibiotic Stewardship

Dear [Provider Name],

We recently sent you an invitation to participate in a survey about antibiotic stewardship. The results will be used to provide important information to health systems across the country. We want to hear from you! Please respond no later than **July 23, 2021**.

[TAKE SURVEY](#)

Your survey link is: [\[REDCap Link\]](#)

For questions or concerns, please contact the research team by sending an email to [scoreuc@imail.org](mailto:scoreuc@imail.org) or by calling (801)382-7483 between 7 a.m. - 7 p.m. Monday through Thursday or 7 a.m. - 5 p.m. Friday.

Thank you for your interest in being part of our research!

Sincerely,

Tony Wallin

Medical Director, Urgent Care Service Line, Intermountain Healthcare

You received this email because you were an urgent care provider during our stewardship interventions implementation period from July 2019 to June 2020. We will send two more reminders to participate unless you [Unsubscribe](#).

## Template for Survey Final Reminder

Subject Line: Reminder – please complete the survey about Antibiotic Stewardship

Dear [Provider Name],

This is your final reminder to participate in our most survey about provider attitudes and behaviors related to antibiotic stewardship. Remember, your responses are important and will be used to help improve stewardship at Intermountain and across the country. Please make your responses count by taking this survey today! **Responses cannot be accepted after July 30, 2021.**

In July 2019, Intermountain implemented several new antibiotic stewardship interventions within our urgent care service line as part of our contract with the CDC. As part of that work, we want to hear about *your* experiences with these interventions and what you've observed. Have you changed your practice? Are you providing more education to patients about antibiotic use? What tools and techniques have been useful for helping you improve your prescribing? The results of this survey will be used to understand the effects of our interventions and how they can be generalized and improved.

[TAKE SURVEY](#)

Your survey link is: [\[REDCap Link\]](#)

For questions or concerns, please contact the research team by sending an email to [scoreuc@imail.org](mailto:scoreuc@imail.org) or by calling (801)382-7483 between 7 a.m. - 7 p.m. Monday through Thursday or 7 a.m. - 5 p.m. Friday.

Thank you for your interest in being part of our research!

Sincerely,

Raj Srivastava, Associate Vice President, Research, Intermountain Healthcare

You received this email because you were an urgent care provider during our stewardship interventions implementation period from July 2019 to June 2020. We will send two more reminders to participate unless you [Unsubscribe](#).