Attachment G. Health Information Technology Professional Interview Guide

We are working on a study to learn more about your experience with implementation and integration of the PRO app. We want to get some general feedback and insight from you about the implementation process, and your overall technical perspective.

Name:	
Role:	
Office location:	
Physician(s) supported:	
Specialty:	

Demographics Questions
1. What is your gender?
   A. Male
   B. Female
   C. (Open field)
2. What level of education have you completed?
   A. 8th grade or less
   B. Some high school
   C. High school diploma or GED
   D. Associates degree
   E. Bachelor's degree
   F. Master's degree
   G. Doctoral degree
3. What best describes your essential job function?
   A. Application Developer
   B. Technical Team Lead
   C. Technical Operations Manager
   D. Other: (enter)
4. How many years have you been in this role?
   A. < 5
   B. 5-10
   C. 11-15
   D. 16-20
   E. >21

Interview Moderator Guide:

Process (Implementation and Integration)

1. Were your needs met for implementation of the PRO application and its integration into the EHR? Did you experience any challenges?
   A. Technical expertise?
   B. Leadership buy-in?
   C. Technical support?
   D. Implementation time?
   E. Financial?
   F. Training clinical users?
   G. Other?
2. What worked well during the PRO app implementation process?
3. What can be improved for the implementation process?
4. Were there any institutional barriers to integrating the PRO app to the EHR?
5. Were there any regulatory (anticipated and unanticipated) barriers to app integration? If so, what were they?
6. How did you store the PRO data (e.g., In cloud, on-premise, both)
7. What was your comfort level with the data storage? If you had other preferences, how do you think the data should have been stored?
   A. What data storage option would provide the most secure data storage in accordance with MedStar (or other) standards?
   B. What would be your preferred storage option?
   C. Did you experience any data security issues? If so, please describe.
      1) How did you resolve the data security issues?
8. Where there any unforeseen resource shortages during implementation?
9. What were the unanticipated challenges to implementation of the PRO application?
10. Were there any resources that you would have liked to had but were unavailable for implementation? Did you require any external support from the EHR or application vendor?
    A. Were you able to get the needed support? If yes, how? If no, why not?
11. Do you have any concerns about continued maintenance of data storage and app functionality?
12. Are there any lessons learned from implementing the PRO app?
    A. If you had to implement a similar app, is there anything you would do differently?

   Overall
13. Did you receive any feedback from healthcare providers about their experience with the use of the PRO app and data?
    A. Did the healthcare providers experience any barriers?
       1) Accessing patient data in the EHR
       2) Incorporating the app data review in their work flow
    B. Are there any suggestions to increase adoption of the app?
14. Is there anything else we should know about the PRO app or the implementation /integration process?