

Introduction

Thank you for taking the time to speak with me today. Our team is working on exploring how might we help clinical staff decide the best course of action for a patient so they get or stay healthy.

After we complete our conversations with all the customers and stakeholders of clinical guidelines we will use the insights at an upcoming GIN-NA event where guideline developers and implementers will create and test solutions to address pain points.

To ensure accuracy within our process we would like to record this session. The recording will only be used to go back to capture and validate the notes we are taking. Do you have any objection to us recording the interview? The recording will be deleted after we document the notes needed.

Start Recording -> Confirm that recording is on and that they are ok with it for note taking purposes.

Background/Rapport Building Questions

We're going to start out with some general questions about your role regarding your role and then talk about some specific questions about clinical guidelines.

Can you tell me about your role?

What are you trying to accomplish? What tasks are involved?

What does success look like?

What outcomes do you not want to happen?

Customer/Stakeholder Main Research Questions around their role/job to be done

Nurse Role:

Walk me through the process of assessing and taking care of a patient in your role?

How do you make decisions along the way?

How do you know you are doing the job right?

How do you prioritize the needs and goals of different patients?

How do you involve patients in the decision-making process and educate them on their health conditions?

What barriers do you encounter? What workarounds exist?

What do you dread doing? What do you avoid? Why?

How do you feel when the job is completed?

Informatics/EHR Role

Can you step through how clinical guidelines are implemented from the health systems side, starting with when/how you know to create/update a guideline within the EHR, what documents/systems are leveraged, what training is done to the affected staff?

GIN-NA – Human-Centered Design Effort on Bringing Guidelines to the Digital Age
Clinician Conversation Guide

What happens if the new or updated guidelines don't match other guidance they may have from their organization/clinician?

When is CDS leveraged? How is the integration with the EHR done (e.g., is it decision support developed by the health system? Decision support provided through the EHR vendor? Decision support that uses health IT standards that work with APIs in the EHR? Something else?) Are other tools used outside the EHR (if so, which ones)?

What do you think is the most important outcome of this project?

If you had a magic wand, describe to me what would your job look like when taking care of a patient.

Closing Questions

Thank you for spending the time to speak with us today so candidly. Before we sign off:

What have I not asked you that you want me to know about?

Is there anyone that you would recommend we speak to about this topic?

Any other questions from the team?

Once we design a few solutions would you be willing to meet up again and provide feedback?