

Introduction

Thank you for taking the time to speak with us 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 your experience.

Can you tell me about your role?

What does success look like?

What outcomes do you not want to happen? (Risks to public, patient, provider)

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

Walk me through your process of creating a guideline. Prompts: When do you know you need to make a guideline, what resources are you using, how do you know if the guideline exists already

What barriers do you encounter?

How does the process differ for digital computable guidelines?

What types of testing are completed before a guideline is published? Prompts: who is involved

How do you know that the goals of the guideline are being met?

What challenges are faced with guideline adoption?

What feedback is received and how do you make a decision to update a guideline?

If you had a magic wand, describe to me what your experience would look like to develop a guideline.

Closing Questions

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

Is there anything that I haven't asked you that you want me to know?

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

Any other questions from the team?