

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

Introduction:

Thank you for taking the time to speak with me today. Our team is working on exploring how we might 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 developers and users 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?

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 in your role?

What outcomes do you not want to happen?

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

Walk me through your process of implementing a guideline from your role. Prompts: What information are you provided, what standards/resources are you using?

What barriers do you encounter?

What types of testing are completed before a tool supporting a guideline (e.g., CDS, quality measures) is moved to production to be used in clinical workflows?

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

How do you find out about guideline updates? What is your process for updating the tools (e.g., CDS, quality measures) when there is a guideline update?

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

Closing Questions

Thank you for spending the time to speak with us today so candidly about how we might be able to improve the guideline development and implementation to make sure it is providing a good patient and clinic staff experience while being financially sustainable and meeting the patient and community's needs. Before we sign off:

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

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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?