

## Attachment F. Provider Interview Guide

We are working on a study to learn more about your experience with the PRO app. We want to get some feedback from you on the things you like and dislike, and the things that can be improved.

Office Location:	
Physician Name:	
Physician Specialty:	

### **Demographics Questions**

- What is your gender?
  - Male
  - Female
  - (Open field)
- What is your primary specialty?
- How many years have you been in practice, including residency?
  - <5
  - 5-10
  - 11-15
  - 16-20
  - > 21

### **Interview Moderator Guide**

#### **PRO Data Usage**

- How many times have you reviewed PRO data since the beginning of this pilot?
  - # of Patients
  - # of instances (e.g., # of times per patient)
- Are you currently using any other patient reported outcomes (PRO) data such as these to help inform your clinical care and decisions? Why/Why not?
- How do the data generated from this PRO app compare to other patient reported outcomes data (and visualizations) that you use?

#### **Process**

- Did you receive any training for the PRO survey?
  - Was the training effective?
  - How could the PRO survey training be improved?
- Would you like any job aids or reference materials available to you for the PRO survey?
- How did you access the PRO data?
  - Did you understand how to access the survey data? Was there any confusion/uncertainty? Did you require assistance?
- Were you alerted when a patient sent data?
  - If so, how were you alerted?
- How long does it take for you to access and review the survey data?

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-0179)
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12. Do you have any concerns about the amount of time it took you to access and review patient data?
13. Do you have any concerns about the amount of time it would take you to access and review patient data during high patient volume times?
14. Have you experienced any issues while trying to access or review survey data (crashing, freezing, unavailable data)?
15. If you have questions about the PRO survey data, who do you ask?
16. Thinking about the overall process for collecting PRO data (i.e., patient obtains the tablet from HCP upon arrival to appointment, fill out the survey, return the tablet to the HCP before appointment, survey data pushed to the EHR), is there anything about the process that works well?
  - A. What are the challenges with this process?
  - B. How does the PRO process (data access & review) affect the clinical schedule/flow?
  - C. Did the data impact (positively or negatively) your clinical decision making?
  - D. Is there anything about the process that could be improved?
17. If there was the option for patients to complete the PRO survey on their phone or tablet at home prior to coming to the hospital/clinic before the visit, would you prefer patients to fill out the survey in the hospital/clinic (before the appointment) or at home?
  - A. Do you foresee any problems if patients fill out the survey at home (compliance issues, workload demands placed on front desk staff to send out email links, potential lack of access to internet/technology to be able to complete the survey at home, etc.)?
18. Have you received any feedback from the front desk staff regarding the PRO survey process?
19. How long would you estimate it takes the front desk staff to initiate the PRO data collection process?
20. Have you received any feedback from patients regarding the PRO survey process?
  - A. Did patients need assistance?
  - B. Did patients comprehend survey content?
  - C. Did patients understand how to access, fill out, and submit the survey?
  - D. Were patients able to easily read the survey content (e.g., font, font size, layout)?
  - E. Did patients have any technology issues?
21. If you had to speculate, what kind of impact do the PRO surveys have on the patient experience (positive, negative, no impact)?
22. How often did you or other practice staff need to assist patients with completing the PRO survey on the tablet?

### **Content**

23. Why are the PRO data important? What is the purpose of the PRO data?
24. What do you do with the PRO data?
25. How do you feel about the content of the survey?
  - A. Were the questions applicable to your patients?
  - B. Were there any questions /data missing that you would have liked to have reported?
26. How easy or difficult was it for you to understand the content/questions in the survey?
  - A. Did you have any questions or confusion about the content/questions in the survey?
    - 1) How did you resolve your confusion?
    - 2) Did the survey provide any support or information that helped to resolve your question/confusion?
    - 3) Is there any additional information that should be added to help someone resolve a question or any confusion (e.g., help text, customer service number for questions/issues)?

27. Did you find the survey data to be useful?
  - A. Did the data have any impact on the clinical care provided?
28. Are the data presented in a useful way?
29. Did the survey have any impact (good or bad) on the conversation between you and your patient during your appointment?
  - A. Did the conversation improve or worsen?
  - B. Was there any change in efficiency for the conversation?
  - C. Did the survey facilitate any unplanned conversation about your patient's condition (e.g., did the survey data alert you to questions or concerns that you wanted to talk about with your patient that you were not previously anticipating)?

**Overall**

1. Is there anything else we should know about the PRO app or the process?