

ATTACHMENT 9E

User Experience Interviews: Interview Guide, English

Public reporting burden of this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. 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 CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-####).

Nathan Dosage

So, let's get started!

1. First, can you tell me a bit about your experiences viewing this decision aid?

Probes

- Have you had a chance to see the full Nathan program?
- Have you seen parts of the program? If so, which parts have you seen?

Acceptability of Nathan

2. What are your overall thoughts about the decision aid?

3. What is your opinion about the information presented?

Probes

- How appropriate is the level of detail in the information provided? (e.g., on topics like prostate health, risks for prostate cancer, screening options, and talking to your health care provider)
- Does the decision aid include enough information to help you decide whether to get screened for prostate cancer?
- In your opinion, what, if any, information is missing from the decision aid that you would have liked to know?
- What was the most important thing you learned from using the decision aid?

4. What are your thoughts about the organization of the content?

Probes

- How appropriate is the length of the decision aid? Too short, or too long, or about right?
- How well do the parts of the decision aid fit together?

Barriers to Nathan Use (Usability)

5. Which, if any, features of this decision aid made it difficult to use? Why?

Probes

- What was your experience navigating the tool?
- How well did you understand the information Nathan shared?
- What other features, if any, made this tool more difficult to use?
- What issues, beyond qualities of the tool itself, may make it difficult to use?

Facilitators to Nathan Use (Usability)

6. What, if anything, made it easy to use this decision aid? Why?

Probes

- To what extent is the tool easy to navigate?
- How easy was it to understand the information Nathan shared?
- What other features, if any, made this tool simple to use?
- What issues, beyond qualities of the tool itself, may make it simple to use?

Perceived Fit of Nathan

7. How realistic was the conversation that you had with Nathan?

Probes

- Have you ever had a similar conversation with a health care provider about making decisions to get screened for prostate cancer?
- How was this conversation different?

Usefulness

8. Would viewing this simulation motivate you to talk to your provider about prostate cancer screening?-

Probes

- How, if at all, has using this decision aid affected your decision to get screened for prostate cancer?
- To what extent did viewing this decision aid help you feel involved in your decision about getting screened for prostate cancer?
- Would you find this decision aid useful when making your decision about getting screened for prostate cancer?
- Do you think this tool could be useful for other patients weighing options about prostate cancer screening?

9. What is the best way for patients to learn about the decision aid?

Probes

- From a primary care provider? Others?
- What are some other ways patients can learn about this decision aid?

10. In your opinion, what is the best time for patients to view the Talk to Nathan decision aid?

Probes

- In the clinic waiting room before a clinic visit? After the clinic visit? At home before a visit?

11. Who would you like to talk to about the decision aid?

Probes

- Health care providers? Family? Friends/peers?

Recommendations for Nathan Improvements

Now let's discuss areas for improvement for this decision aid.

12. First, what were the most helpful parts of the decision aid?

Probes

- What are the main benefits of the Talk to Nathan decision aid compared to other decision aids such as paper-based tools?

13. What recommendations for improvement do you have?

Probes

- What were the least helpful parts of the decision aid?
- What changes would you make?
- What additional information would you include, if any?
- How could the decision aid be more useful?

Digital Literacy

Before we wrap up, I would like to ask about your experience using the internet to seek out health-related information (*Interviewer: acknowledge any previous discussion on this topic if relevant*).

14. To what extent do you feel that you can find helpful health resources on the internet?

Probes

- How often do you use the internet to answer questions related to your health?
- To what extent do you find useful health-related resources on the internet?
- How have you used health information you find on the internet to help you?
- How easy is it to separate high quality from low quality health resources on the internet?
- How confident do you feel in using information from the internet to make health decisions?

Final Comments

15. We have come to the end of our interview. Before we close, is there anything else you would like to share about your experiences using the Talk to Nathan decision aid?

Thank you so much for your time today.