

### **Focus group 1 - guide for patients with hypertension and high blood pressure**

[Introduction- to be read at the beginning of each focus group]

Thank you again for agreeing to participate in our study. What we plan to do today is to ask you some questions about COACH and how we can engage you and other patients with high blood pressure or hypertension, and if COACH can meet the informational needs of self-monitoring and self-management of high blood pressure. But before we get started, I'd like to go over a few "ground" rules:

- We would like to hear from each of you. So, we hope all of you will join in the discussion and share your thoughts. We know that some people find it easier to talk in a group than others. So, please be mindful and "share the air."
- These sessions will be recorded, and later the recordings will be transcribed. We will not identify you on our transcripts. Your name and contact information will be kept in a separate database. We discussed this as part of our consent process, but before we move forward, we would like to ensure everyone is comfortable with this.
- Because we are recording, we ask that everyone take turns speaking. Otherwise, it will be very difficult to hear what you are saying making it difficult to transcribe later on. Also, please make sure to speak up, so that we can hear you on the recording.
- There are no right or wrong answers. So, please feel free to disagree or share a different perspective. We know you will all keep a respectful tone.
- We are asking everyone to be candid about their thoughts. However, we also request that you keep what is said here confidential in order to respect everyone's privacy (including your own).
- Before we get started, does anyone have any questions?

#### Focus Group 1

#### **Presenting the prototype screens (comments/questions for each of the screens, video, or overall) of application COACH (if there is one already)**

- What is your experience with telemonitoring (MyChart/Health Connect) of your blood pressure, or other medical conditions?
  - Pros? Cons? Challenges?
- How does your doctor usually communicate with you about your most recent BP measurement?
  - In what type of clinical situations is communication more likely? (e.g., medication or dose change, symptoms of low BP, side effects, etc.)
  - During a visit vs. between visits?
- How does home monitoring of your blood pressure make you feel, regarding managing your hypertension ?
- Do you know when and how to contact your healthcare team to seek help regarding your BP?
  - Could something like COACH help you with this? If so, how?
- What concerns do you have about managing your own BP at home?
  - Is there anything that would keep you from doing this?

- What helps you (or would help you) do this?
  - Why/when might you not do this?
- What do you think you would need in terms of support/resources (like gamification) for you to continue to measure your BP at home? For example, education, encouraging texts/portal messages, etc.?
- What is your understanding of the “COACH” EHR visualization tool?
  - What are your initial thoughts on the “COACH” EHR visualization tool?
  - Would you use a tool like this? Why or why not?
  - In what situations do you think COACH would be most helpful? (e.g., medication change, managing/tracking improvements in habits and lifestyle?)
- How would you prefer to receive feedback about entered home BP values/COACH activities?
  - What format of obtaining feedback on entered home BP values would you prefer? For example, telemonitoring, paper, or text? Why?
  - From whom would you find it valuable to receive feedback? Doctor, nurse, other member of care team, algorithmic or AI?
- Do you like the idea of setting your own goals in COACH? What do you think about customization of goals as per individual patient being integrated into COACH?
- Describe how you would prefer your medication history be presented in COACH?
- How often/when do you think you would likely use COACH to self-monitor and self-manage your blood pressure in home?
- Do you think notifications/alerts would be useful tools to remind you to monitor your BP? If so, what sorts of alerts would you prefer to receive (text messages, pop-up messages, etc.), and how often would you want them? Describe what you feel you would need in terms of notifications/alerts in COACH, and how do you feel these notifications/alerts might be useful in terms of reminding you to monitor your BP?
- How can we make this experience better for you using COACH to self-monitor your BP? Do you have enough information/guidance to do so, etc.?