

## Health Care Provider Interview Guide

Version: 08/31/2012

### 1. Introduction

- a. Introduction by researcher/interviewer.
- b. Review study purpose and goals
- c. Review risk and benefits to participation in the study, questions that will be asked, recording and transcription of the interview, voluntary participation, and no remuneration for providers.
- d. Answer any remaining questions about the study.
- e. Obtain verbal consent prior to beginning the interview.

### 2. Background

- a. General description of health care provider's background and practice.
- b. Characteristics of patients seen: demographics, education and income, skills and personality, common health and medical conditions.

### 3. Threats to Health, Causes and Treatment

- a. Treatment and recommendations to patients who need to make lifestyle changes to reduce their risk of chronic disease or severity if already ill.
- b. Main factors related to patients poor health lifestyles, motivations, and types of support needed for patient's to modify their behaviors.

### 4. Health Information and Communication

- a. What role does health information and communication in patients' behavior modification and self-care?
- b. Prior experiences of patients who used online information resources and tools.
  - i. Examples of patients making use of the Internet, patient portals, EMRs and PHRs?
  - ii. How did this help patients in making and/or maintaining behavior change?
  - iii. How did this impact patients self-efficacy and confidence?
  - iv. How did this impact the relationship between patient and provider?
- c. How has the provider used online health information resources or other forms of technology to promote behavior modification?
  - i. Recommended information sources or specific online sites?
  - ii. Recommended use of sites to track health status, body weight, physical activity, diet and nutrition?
  - iii. Recommended patients review their electronic medical records?
  - iv. Recommended self-tracking tools or health/medical apps for smartphones?
- d. Use of email, Twitter, or social media to communication with patients or to extend expertise to the wider community?
- e. Usefulness of social media for patients who share a health problem or medical condition?

### 5. Clinic-based, personalized, digital health tool

- a. Describe how such a tool might work to health care provider.
- b. Interest in using this system?
- c. General thoughts regarding this proposed system.
  - i. Effective in promoting behavior change? Improving patient self-care?
  - ii. Effective in improving patient knowledge?
  - iii. Improve patient-provider communication and shared decision making?
- d. What would be critical for such a system to be widely adopted in clinics?
  - i. Workflow issues? Ease of use?
  - ii. Reimbursement?
  - iii. Effectiveness in achieving outcomes?
- e. What would be critical for this system to be adopted and used by patients?
- f. Any concerns over privacy and security?

- g. Any concerns over patient skills and knowledge to make use of such a system?
- 6. **General recommendations, suggestions, advice regarding this proposed clinic-based information and communication system?**
- 7. **Closing -- Thank participant for their time and comments.**