

# Interview Protocol

## Physician/Nurse

I am going to start by asking you some questions about your background and present position. Then we will discuss the considerations that go into making a referral for integrative medicine services and discuss your feelings about how the process is working, and how it could be improved. There will be time at the end of the conversation for you to add your thoughts on any relevant topics that we have not covered. Can we begin?

1. How long have you been at Abbott? How about in your present position? Please briefly describe your responsibilities in the Hospital. **(IF PHYSICIAN)** Are you employed by Abbott Northwestern Hospital or employed by an outside practice and affiliated with Abbott Northwestern?
2. Have you or your family members ever received integrative services? Which modalities have you/they utilized?
3. Do you ask your patients about any potential integrative therapies they may be utilizing outside of the hospital?
4. **(IF NURSE)** Have you taken the Transformative Nurse Training (TNT) program?
5. Please describe training (other than TNT) that you have received regarding integrative medicine services at Abbott? When did that training occur? What were the most valuable features of the training?
6. For Nurses: Do you personally use any integrative medicine therapies on your patients (such as aromatherapy or massage)?

**ASK QUESTION 7 IF THIS IS A LOW-REFERRING PHYSICIAN/NURSE**

**ASK QUESTIONS 8-13 IF THIS IS A HIGH-REFERRING PHYSICIAN/NURSE**

7. Our records indicate you refer patients infrequently for integrative medicine services. Are you aware that your patients currently can receive integrative medicine services? Approximately how many referrals for integrative medicine would you estimate you have made in the last three months?
  - a. What factors have been the most important to you when deciding not to make a referral? (probe: patient characteristics, time required, hassle, concern about effectiveness of treatment, other)
  - b. Are there circumstances that make it more likely that you would consider making a referral? If so, what are they?
  - c. **(IF PHYSICIAN)** Do you work regularly with any nurses who make referrals on your behalf? If so, for what services?
  - d. Do you feel as though you have been provided sufficient evidence to support the safety/efficacy of integrative therapies? Do you seek out information about integrative therapies?
  - e. Is there anything else I should know about your views concerning referring patients for integrative medicine services?
  - f. What is your overall impression of the usefulness or value of having integrative medicine services available to patients at Abbott? How do you think other [physicians/nurses] feel about the integrative medicine services? (Does the referral system, e.g. the time between referrals and service for inpatient integrative medicine services, affect how you utilize this service?)
  - g. Is there anything we haven't covered that you think I should understand? Thanks, I appreciate your willingness to talk with us.

**[END INTERVIEW]**

8. About how many referrals for integrative medicine would you estimate you have made during the last three months? Can you recall the approximate percentage of these referrals that were for acupuncture? For other services?
9. How do you identify patients who seem appropriate for referral versus those who do not? Please describe a recent patient referral.
  - a. Do you use any specific criteria related to a patient's medical condition when deciding to make a referral?
  - b. Are patients generally aware of the availability of integrative medicine services? About what proportion of the referrals you make are in response to the requests of patients who are aware of the services before you mention them? When this is the case, what are typical patient expectations about integrative medicine services?
  - c. For patients who are unaware of the services, do you generally discuss the services with them before making a referral? Or, do you refer without discussing the services with patients first? What factors would lead you to refer to integrative medicine services without first discussing the services with patients? Can you describe a recent referral that occurred in this way?
  - d. Once a referral is made, is the referral communicated to the patient or the patient's family? If so, how? What proportion of the referrals you make do you typically communicate the referral to the patient?
  - e. What proportion of the referrals you make do family members play a role in the referral process? When they are involved, do family members generally support referrals to integrative medicine services or do they oppose them?
  - f. What proportion of the referrals you make does the patients' family initiate the discussion about a referral? What happens when you disagree with the family's request for service in general or a type of service in particular? How do you resolve differences in opinion about the referral?
  - g. Please describe a recent instance of family involvement in the referral process?
  - h. **(IF PHYSICIAN)** In what proportion of the referrals you make do the nurses play a role in the referral process? When they are involved, do the nurses generally support referrals to integrative medicine services or do they oppose them? In what proportion of the referrals you make do you initiate the discussion about a referral as opposed to a nurse initiating the discussion? What happens if you and the nurse disagree with a request for a referral in general or a type of service in particular? How do you resolve differences in opinion about the referral?
  - i. **(IF NURSE)** In what proportion of the referrals you make do physicians play a role in the referral process? When they are involved, do physicians generally support referrals to integrative medicine services or do they oppose them? In what proportion of the patients initiate the discussion about a referral as opposed to a physician initiating the discussion? What happens if you and the physician disagree with the request for a referral in general or a type of service in particular? How do you resolve differences in opinion about the referral?
10. Generally, after you make a referral, are you aware of when (if) integrative medicine services were delivered?
  - a. How do you become aware that services were delivered? By asking patients if they have received the services? By checking the patient's record? By asking staff?
  - b. Have any patients complained to you that services were not delivered? (How often do you think this occurs?) If this happens, how do you respond?
  - c. Do you ever check the notes of integrative medicine providers? If so, what do you find the most useful features of these notes? If not, why don't you check their notes?
11. In general, how well has the referral process for integrative medicine services worked for you?
  - a. What works particularly well about the process?

- b. What parts of the process could be improved? What issues have you encountered? What is the single most important thing that could be done to improve the referral process?
- 12. What is your overall impression about the usefulness or value of having integrative medicine services available to patients at Abbott? How do you think other [physicians/nurses] feel about the integrative medicine services?
- 13. **(IF THERE IS TIME)** Have you interacted with research assistants from the Pain Study? What are your impressions of the interactions between the RAs and yourself/your team? What are your impressions of interactions between the RAs and patients?
- 14. Is there anything we haven't covered that you think I should understand? Thanks, I appreciate your willingness to talk with us.

**[END INTERVIEW]**

# Interview Protocol

## Clinical Service Line Administrator

I am going to start by asking you some questions about your background and present position. Then we will discuss your views about the usefulness of having integrative services (massage, acupuncture, aromatherapy, guided imagery or meditation) available for hospitalized patients in your service line, your assessment of physician knowledge of these services and their receptivity to using them, and the differences in views between physicians in your service line who are regular users of integrative services versus those who do not use these services. There will be time at the end of our conversation to discuss any topics relevant to use of integrative services in your service line that we may not have covered. Can we begin?

Personal background:

1. Please describe your responsibilities in your current position at Abbott. How long have you been in this position? What did you do prior to this?
2. Have you or any of your family members ever used integrative services either outside of the hospital or while hospitalized? What services were used? What was your experience? Were the services judged to be effective or ineffective?

Knowledge of integrative services and their use by service line physicians and nurses:

3. In general, do you believe that physicians in your service line are aware of the availability of integrative services for their patients hospitalized at Abbott? About what percent do you think are aware? What is your basis for assessing physician awareness?
4. In your experience, has there ever been any discussion of integrative services at any staff meetings attended by physicians in your service line? If so, what was the nature of that discussion?
5. Have you received any feedback from your physicians about the availability of integrative services? The referral process used to access these services for their patients? Patient satisfaction with the services received as a result of a referral? Please discuss the type of feedback (if any) that you have received from your physicians. Is there a consensus or a consensus that seems to be forming? If so, what would that be?

Assessment of integrative services by service line physicians and nurses:

6. In general, do you believe the physicians in your service line support having integrative services available for their patients hospitalized at Abbott? Can you provide a sense of the range of support or opinions on this issue? What issues are typically raised regarding physician support, or lack of support, for integrative services? (e.g. time and hassle required to order services, concern about evidence basis supporting treatment, concern about effectiveness of treatment, other).
7. Can you provide a recent example of a discussion with a physician in your service line about any aspect of integrative services at Abbott?

Personal perspective on integrative services:

8. What is your own opinion about the value of having integrative services available at Abbott for patients in your service line? What do you see as the pros and cons?
9. In your own practice, have you referred patients for integrative services?  
If referrals were made:
  - a. What factors typically are the most important to you when making a referral?

- b. In general, how well has the referral process for integrative services worked for you? Is there any part of that process that worked particularly well? How could the process be improved?
- c. How do your patients react to the services?

Summary questions:

10. What is your overall impression of the usefulness or value of having integrative medicine services available to patients at Abbott?
11. Overall, do you think these services provide value to you as a physician? To your patients? To the hospital?
12. Is there anything we haven't covered that you think I should understand?

**[END INTERVIEW]**