

Portals in Inpatient Care (PIC) Study
Physician/Nurse Interview Guide - DRAFT**BACKGROUND**

First, let us THANK YOU for agreeing to participate in our research project. I am (NAME) and I am a researcher from The Ohio State University. I am contacting you as part of a project we are doing to study the use of MyChart Bedside (MCB) within the OSUWMC.

As part of this study, we are interested in collecting information from providers about how they would like patients to use MCB. You have been identified as someone who would provide invaluable information about these issues. In this interview, we will ask you several general and open-ended questions about your experience with MCB and your perceptions about any benefits related to its use.

OVERVIEW OF INTERVIEW TOPICS

In this interview, I will ask you a series of open-ended questions to get your perspectives. These questions cover several different areas:

- Section 1: History and Background
- Section 2: Workflow Changes in Implementing MCB
- Section 3: Interactions with Patients Using MCB
- Section 4: Features of MCB
- Section 5: Impact on OSUWMC

INTRODUCTION TO INTERVIEW

We have scheduled the next 30 minutes to discuss these topics with you. Before we begin the discussion, we need to take you through an informed consent process. In particular, let me make sure that you understand that:

- a. Your participation is completely voluntary. If you do choose to talk with me, you may end the interview at any time.
- b. We consider this discussion to be confidential. Your participation is confidential in the sense that your name will not be used in any reports or articles.
- c. We would also like to record the interview for the purposes of data collection for our research. The recording will not be used to identify you in any way.
- d. Do you have any questions about our study or this interview process?

PHYSICIAN/NURSE INTERVIEW QUESTIONS**Section 1: HISTORY AND BACKGROUND ABOUT MYCHART BEDSIDE**

- To start, could you please describe your role in your organization and your involvement with the MyChart Bedside application?
- Have you had the opportunity to use the MCB application?
 - If yes, when did you use it?
 - What were your thoughts about the application?
- Do you have a sense of how many of your patients use MyChart Bedside?

Section 2: WORKFLOW CHANGES

- Since your unit began offering MCB, have there been any changes required to accommodate its use?
 - Can you describe what has changed?
 - Have these changes made things easier or more difficult?
- How does your unit decide to make changes to accommodate MCB?

Section 3: INTERACTIONS WITH PATIENTS USING MCB

- Have you worked with any patients who are using MCB?
- What features do you find patients using most frequently?
- Do patients ask you questions about MCB?
 - What kinds of questions do they ask? [Probe: technical or applied?]
- Do patients ask you questions via MCB?
- Have patients mentioned any problems they encountered using MCB?
 - *If yes*, what was your impression of the proportion of complaints versus positive comments?
- How do you feel using MCB impacts working with your patients?
 - Did you see any differences between their behavior and that of patients who did not use MyChart Bedside? [Probes: patient knowledge about the process of care? Different types of discussions?]
- Do you have feelings about how the tablet was incorporated into the patient experience?
- Do you have any thoughts about how this may have differed based on patient characteristics? [Probes: older, sicker, more family around used it more frequently/effectively?]

Section 4: FEATURES OF MCB

MyChart Bedside has a number of specific features. The next set of questions will ask about those specific features.

- Did patients seem to use the *Patient Itinerary* feature—that provided appointment and procedure schedules? How can you tell? [Probes: patient mentioned it; patient seemed more educated about the flow of his/her care (upcoming appointments, procedures)]
- Did patients seem to use the *Care Team* feature—provides clinician bio, photo, role? How can you tell? [Probe: patients seemed to know faces/names of the care team.]
- Did patients seem to use the *Service Request* feature? Did you receive nonurgent service messages and was there a change in the volume of things requested in-person? How could you tell?
- Did patients use the *Access to Chart* feature? How could you tell? [Probe: patients mentioned access to lab results and medication information]
- Did patients use the *Patient Education* feature? How could you tell? [Probe: patients mentioned using it; patient were better educated about their conditions]
- Did patients use the *Communication Too*—messages to the care team? Did you see any new IHIS messages and if so how did you respond? [Probe: an IHIS Bedside message back to patient or in-person communication]

Section 5: IMPACT ON OSUWMC

- How has your process of patient care benefited from the MCB program? Has there been any disadvantage to your work process for participating?
- Has MCB had an impact on patient care? What kind of impact?
- Has the MCB program had an impact on patient satisfaction? What kind of impact?
- Have you and your colleagues ever talked about MCB? [Probe: What kinds of things did you discuss?]
- Has the MCB Program had an impact on staff or provider morale or satisfaction? What kind of impact?

INTERVIEW CLOSURE AND FOLLOW-UP

- Is there any thing else you would like to tell us about using MCB with patients?

THANK YOU!!! Thank you so much for your time and participation. Your comments were extremely helpful.