

APPENDIX 1. Interview guide**ORGANIZATION'S CURRENT DATA COLLECTION**

- To start, could you tell me about patient experience measurement in general in your organization?
 - Which patient-reported experience measures does your organization collect?
 - What constructs are measured?
 - How were those measures decided upon?
 - Can you provide a little background on your organization?

- Which patient-reported measures specific to shared decision-making does your organization collect?
 - Does this vary within your organization?
 - How was/were the measure(s) selected?
 - Who chose the measures? What criteria did they consider?
 - What advantages do they convey?
 - Are there any disadvantages to consider?

- Why did your organization decide to measure SDM?
 - What need does it fill?
 - What advantages does it convey?
 - What prompted the decision?
 - What was the original intended use of this data? Why?
 - Do you have a formal logic model?

- Please describe the process by which your organization administers SDM measures.
 - Is there a formal protocol/SOP for SDM measurement?
 - Does this vary within your organization?
 - Is there opting in/out? Are there differences between those who participate and those who do not?
 - How are opt-in/out decisions made?

- Do you consider patient-reported SDM measurement to be a routine part of healthcare operations in your organization?
 - Does this vary by department/area?
 - If not, what would it take for your organization to routinely measure SDM?
 - If so, how did SDM measurement get to be routine?
 - What in your organization is a barrier or challenge to routine patient-reported SDM measurement?
 - What in your organization facilitates routine patient-reported SDM measurement?

- How often does your organization conduct SDM measurement? Is it ongoing?
 - How often are data collected? E.g. monthly sampling, annual sampling.

- Approximately how many [annual/monthly/other] patient responses do you/your organization gather for each SDM measure we've discussed?
 - How do you decide how many responses to collect?

- What resources go into SDM measurement in your organization? [Financial, human, other]

- Where do these resources come from?
- How does the organization decide to use them in this way?
- What concerns about SDM measurement have you heard in your organization? Who voices these concerns?
 - In early stages?
 - In later stages?
- Does SDM measurement have a 'champion' within your organization?
 - How did this champion emerge? What motivates him/her?
 - Does this person have dedicated time/resources for SDM measurement within his or her official role?
- Are there any efforts to evaluate the SDM measurement process within your organization?
 - What would be considered a successful outcome of SDM measurement?

USE OF DATA COLLECTED

- How does your organization use the data it collects about shared decision-making performance?
 - Are the data fed back or disseminated in some way?
 - To whom? Clinicians? Managers? Patients? Administrators? Insurers?
 - Are any interventions offered where low performance is identified?
 - Is there a formal protocol/SOP for feedback of SDM data?
 - How long has your organization been using SDM performance data in this way?
 - Is this use of SDM performance data uniform across your organization, or do different departments/areas use the data differently?
 - Did SDM measurement and feedback begin at the same time, or did it happen in stages?
 - What resources go into this use of SDM performance data? [Financial, human, other.]
 - Where do these resources come from? How does the organization decide to spend them in this way?
 - How did the organization come to use the data this way?
 - Whose idea was it?
 - How did they make it happen?
 - Was [or is] organizational leadership involved?
 - At what level/stage and in what capacity?
 - Who is involved in implementation?
 - What in your organization is a barrier or challenge to feeding back patient-reported SDM data for performance improvement?
 - What in your organization facilitates feeding back patient-reported SDM data for performance improvement?

[IF DATA ARE FED BACK:]

- What does the feedback look like?
 - How often is feedback provided/to whom?
 - Is it a report? A single number? Graphics? Text?
 - How is it delivered? Email? Online? Paper format? Phone?
 - Who designed the feedback's format?
 - Who generates the feedback?
 - Is it automated?
- Why did your organization decide to start providing feedback?
 - What need does it fill?
 - What advantages does it convey?
- When your organization first started providing patient experience/SDM feedback, how did recipients of the data initially react to it?
 - Have their reactions changed since you started providing feedback?
- Did feedback recipients receive any priming or training prior to starting to receive the feedback?
 - Is SDM training/resources available to recipients after they receive feedback?
- Has your organization seen changes in SDM performance since it started feeding back data on patient experience of SDM?
- Has your organization seen changes on any [other] quality or health outcomes since they started feeding back data on patient experience of SDM?
 - Have you seen changes resulting from any non-SDM related patient feedback?

RECRUITMENT

- I'm hoping to get perspectives on patient-reported SDM measurement from clinicians, clinical staff, administrators, and researchers. Are there others in or outside your organization who you'd suggest I speak with about patient-reported measurement of shared decision-making?
 - What is the best way for me to get in touch with them?

DEMOGRAPHICS

Before we wrap up, I'd like to get some background information about you and your organization.

- What is your job title?
 - In a sentence or two, how would you describe your role as it relates to patient experience measurement in your organization?
- What is your educational background?
 - When did you finish your terminal [and/or most recent] degree?
- How long have you worked at your current organization?
 - How long have you been in your current position?

- I won't use your name in any reports or presentations about this project. How would you like me to refer to your organization? [By name, by description - looking for specific wording.]
- How large is your organization? [Beds, employees]
- How would you describe your patient population?

OTHER

- Is there anything else you'd like to share about patient experience measurement at your organization?