

Supplementary Material*

Srinivasan M, Asch S, Vilendrer S, et al. Qualitative assessment of rapid system transformation to primary care video visits at an academic medical center. *Ann Intern Med.* 6 July 2020. [Epub ahead of print]. doi:10.7326/M20-1814

Stanford Video Visit Program Evaluation March 2020

Semi-structured Qualitative Interview Guiding Questions

This guide contains the semi-structured questions using for Stanford Video Visit Program Evaluation, for the following groups:

- *Provider*
- *Medical Assistant/Nurse*
- *Technologist*
- *Administrator*

* This supplementary material was provided by the authors to give readers further details on their article. The material was reviewed but not copyedited.

Transition to Video Visit Interview: Provider

Interviewer

Provider

Date

- Site**
- Hoover SFM
 - Hoover SIMW
 - Los Altos
 - Portola Valley
 - San Jose
 - Santa Clara
 - Express Care (San Jose or Palo Alto/Hoover)

About participant

- Provider type
 - MD/DO
 - NP
 - PA
- Year graduated from Medical School or PA/NP school _____
- Gender Preference
 - Female
 - Male
 - Transgender
 - Gender nonconforming
 - Other
- Percent time seeing patients (FTE)? _____
- When did you start video visits at SHC (month/year) _____
- Prior training for video visits
 - Yes
 - No
- Number of video visits/week before recent rollout _____

Number of videovisits in past 2 weeks _____

Number of in-person visits in past 2 weeks. _____

In general, how comfortable are you with adopting new technologies?

- Not at all comfortable
- Somewhat comfortable
- Comfortable
- Very comfortable
- Extremely comfortable

Begin interview

Opening statement:

“We are trying to understand your experience of our transition to videovisits, to improve the program moving forward.”

Open-ended question 1:

“What your thoughts about the rapid transition from traditional to videovisits during this pandemic?”

Open-ended question 2:

“Could you tell me about how videovisits affected....(Topic)”

Follow-up question, same topic:

“Could you tell me more about that?”

“How about...(issue within topic)”

After that, interviewer encourages free discussion flow, and ask questions until topics are appropriately explored

- ✓ Open-ended questions

- ✓ Non-judgmental
- ✓ Non-biased neutral questions

Topics to explore

Providers

- Impact of video visits on encounter: History
- Impact of video visits on encounter: Physical exam
- Impact of video visits on encounter: Decision-making
- Technology or technology adoption issues with video visits
- Administrative, resource or scheduling issues
- Patient experience of encounter
- Provider experience of video visits
- Ethical or other issues of concern to the Provider
- Issues with Video visits after pandemic/moving forward

Interviewer Notes

Issues and viewpoints raised by participant

Impact of video visits on encounter:

History

Impact of video visits on encounter:

Physical exam

Impact of video visits on encounter:

Decision-making

Technology or technology adoption issues with video visits

Administrative, resource or scheduling issues

Patient experience of encounter

Provider experience of video visits

Ethical or other issues of concern to the Provider

Issues with Video visits after pandemic/moving forward

Transition to Video Visit Interview: Nurse or MA

Interviewer

Nurse or MA

Date

- Site**
- Hoover SFM
 - Hoover SIMW
 - Los Altos
 - Portola Valley
 - San Jose
 - Santa Clara
 - Express Care (San Jose or Palo Alto/Hoover)

About participant

- Provider type
 - Nurse
 - MA
 - Other
- Year graduated from nursing or MA school _____
- Gender Preference
 - Female
 - Male
 - Transgender
 - Gender nonconforming
 - Other
- Percent time seeing patients (FTE)? _____
- When did you start video visits at SHC (month/year) _____
- Prior training for video visits
 - Yes
 - No
- Number of scheduling video visits/week before recent rollout _____

Number of videovisits scheduled in past 2 weeks (approximate) _____

Number of in-person visits scheduled in past 2 weeks (approximate) _____

“In general, how comfortable are you with adopting new technologies?”

- Not at all comfortable
- Somewhat comfortable
- Comfortable
- Very comfortable
- Extremely comfortable

Begin interview

Opening statement:

“We are trying to understand your experience of our transition to videovisits, to improve the program moving forward.”

Open-ended question 1: “What your thoughts about the rapid transition from traditional to videovisits during this pandemic?”

Open-ended question 2: “Could you tell me about how videovisits affected...(Topic)”

Follow-up question, same topic: “Could you tell me more about that?”

“How about...(issue within topic)”

- ✓ After that, interviewer encourages free discussion flow, and ask questions until topics are appropriately explored
- ✓ Open-ended questions
- ✓ Non-judgmental
- ✓ Non-biased neutral questions

Topics to Explore regarding the perspective of Nurses/MA:

- Administrative, resource or scheduling issues with videovisits
- Impact of videovisits on patient interactions
- Impact of videovisits on provider or administrative interactions
- Technology adoption issues with videovisits
- Patient experience of interactions
- Ethical or other issues of concern to the nurse/MA
- Viewpoints with Videovisits after pandemic/moving forward

Interviewer Notes

Issues and viewpoints raised by participant

Administrative, resource or scheduling issues with video visits

Impact of video visits on patient interactions

Impact of video visits on provider or administrative interactions

Technology adoption issues with videovisits

Patient experience of interactions

Ethical or other issues of concern to the nurse/MA

Issues with Video visits after pandemic/moving forward

Transition to Video Visit Interview: Technologist

Interviewer

Technologist

Date

- Site**
- | | | |
|---|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Hoover SFM | <input type="checkbox"/> Hoover SIMW | <input type="checkbox"/> Los Altos |
| <input type="checkbox"/> Portola Valley | <input type="checkbox"/> San Jose | <input type="checkbox"/> Santa Clara |
| <input type="checkbox"/> Express Care | <input type="checkbox"/> Other_____ | |

About participant

- Technologist role
Describe:

- Education
- MD
 - PhD
 - Masters, Comp Sci or equivalent
 - Masters, not Comp Sci
 - MBA or equivalent
 - College

- Year graduated from final degree

- Gender Preference
- Female
 - Male

- Transgender
- Gender nonconforming
- Other

Percent time as technologist (FTE)? _____

“In general, how comfortable are you with adopting new technologies?”

- Not at all comfortable
- Somewhat comfortable
- Comfortable
- Very comfortable
- Extremely comfortable

Begin interview

Opening statement:

“We are trying to understand your experience of our transition to video visits, to improve the program moving forward.”

Open-ended question 1:

“What are your thoughts about the rapid transition from traditional visits to video visits during this pandemic?”

Open-ended question 2:

“Could you tell me about how video visits affected...(Topic)”

Follow-up question, same topic:

“Could you tell me more about that?”

“How about...(issue within topic)”

After that, interviewer encourages free discussion flow, and ask questions until topics are appropriately explored

- ✓ Open-ended questions
- ✓ Non-judgmental
- ✓ Non-biased neutral questions

Topics to Explore for Technologist

- Administrative, resource or scheduling issues during videovisit implementation
- Resources issues during videovisit implementation
- Impact on staff, patient and provider interactions
- Technology development issues
- Technology deployment issues
- Technologist experience of videovisits
- Ethical or other issues of concern to the technologist
- Issues with Videovisits after pandemic/moving forward

Interviewer Notes

Issues and viewpoints raised by participant

Administrative, resource or scheduling issues during videovisit implementation

Resources issues during videovisit implementation

Impact on staff, patient and provider interactions

Technology development issues

Technology deployment issues

Technologist experience of videovisits

Ethical or other issues of concern to the technologist

Issues with Video visits after pandemic/moving forward

Transition to Video Visit Interview: Administrator

Interviewer

Administrator

Date

- Site**
- | | | |
|---|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Hoover SFM | <input type="checkbox"/> Hoover SIMW | <input type="checkbox"/> Los Altos |
| <input type="checkbox"/> Portola Valley | <input type="checkbox"/> San Jose | <input type="checkbox"/> Santa Clara |
| <input type="checkbox"/> Express Care | <input type="checkbox"/> Other_____ | |

About participant

- Administrator role
Describe: _____
- Education
- | | | |
|--|----------------------------------|---|
| <input type="checkbox"/> MD | <input type="checkbox"/> PhD | <input type="checkbox"/> Masters, not MBA |
| <input type="checkbox"/> MBA or equivalent | <input type="checkbox"/> College | |
- Year graduated from final degrees _____
- Gender Preference
- Female
 - Male
 - Transgender
 - Gender nonconforming
 - Other
- Percent time seeing patients (FTE)? _____

Percent time in administration (FTE)? _____

“In general, how comfortable are you with adopting new technologies?”

- Not at all comfortable
- Somewhat comfortable
- Comfortable
- Very comfortable
- Extremely comfortable

Begin interview

Opening statement:

“We are trying to understand your experience of our transition to video visits, to improve the program moving forward.”

Open-ended question 1:

“What are your thoughts about the rapid transition from traditional to video visits during this pandemic?”

Open-ended question 2:

“Could you tell me about how video visits affected...(Topic)”

Follow-up question, same topic:

“Could you tell me more about that?”

“How about...(issue within topic)”

After that, interviewer encourages free discussion flow, and ask questions until topics are appropriately explored

- ✓ Open-ended questions
- ✓ Non-judgmental
- ✓ Non-biased neutral questions

Topics to Explore for Administrator

- Administrative issues during videovisit implementation
- Resources issues during videovisit implementation
- Impact of videovisits on staff, patient and provider interactions
- Administrative experience of videovisits
- Ethical or other issues of concern to the administrator
- Issues with Videovisits after pandemic/moving forward

Interviewer Notes

Issues and viewpoints raised by participant

Administrative issues during videovisit implementation

Resources issues during videovisit implementation

Impact of videovisits on staff, patient and provider interactions

Administrative experience of video visits

Ethical or other issues of concern to the administrator

Issues with Video visits after pandemic/moving forward

