

Supplementary Data

Semi-Structured Interview Guide

Admin/Leadership/Management/PM: Section 1, workflow overview then 2b, rest as relevant
Behavioral Health: 1, 2a, rest as relevant
Community-oriented staff: 2a, rest as relevant
MAs/Front Desk: 2a, 2b, training and support Qs in 1, rest as relevant
PCPs: 1, rest as relevant
RNCCs: 1, 2a, rest as relevant

What is your role in the SDH data (collecting) process?
How long have you worked in your current role at clinic x? (Clarify which clinic person is at if unknown)

1. Clinic-specific history re: SDH/Motivation/Training/Support

How did your clinic decide to start collecting patient-reported SDH data using the SDH questionnaire (*how did you know about it, who suggested using it, why, formal decision vs organic process*)?

What role did clinic/service area leadership play in this process?

Was/is there an acknowledged go-to person around this (a champion)?

Target population, why chose? (*behavioral health,...*)

How is the SDH information being used in your clinic (what is happening with the data)?

What staff roles do you have at the clinic that are specifically oriented to community/SDH matters? (*CHWs, MSWs, behavioral health, outreach workers,...*)

Looking back at the last few months/year that your clinic has been using the SDH questionnaire in Epic, what is the most important lesson that you have learned about implementing systematic SDH data collection? What have been the greatest challenges in collecting and using SDH data?

Clinic-specific timing Qs (*why start/stop when did, differences b/w clinics, etc.*)

Has your clinic prepared you and others to participate in the SDH collection (e.g. through presentations that explain importance of SDH data, practical implementation support, allowing time to familiarize yourself with the tool)?

What kind of additional support/information would you have found helpful before/during the implementation?

2. Workflow

2a. Specific process

Please walk us through the current SDH-related workflow:

Collecting patient-reported SDH information (who/staff role hands it out and collects it, when, how know/remember who to give the questionnaire to, tools used (paper questionnaire or enter directly into chart and if so where) [Tools: paper questionnaire, direct Mychart, direct entry into??])

Which portions/questions of the questionnaire do you use? Why?

What kind of SDH data did you collect prior to the tool in Epic? Has the existence of the tool facilitated/improved this process?

How often is SDH data collected? How often do you think it should be?

Does this vary depending on whether the screen is + or -? Probe re: segmentation as relevant.

Entering questionnaire responses into the EHR (who, when (prior to PCP seeing pt, days later,...), where in chart)

Where/how enter other types of data that might be considered SDH data (e.g., drug/alcohol use, homeless status, etc.)?

Reviewing SDH data [Tools: SDH Summary, Synopsis, RWB, other]

**as relevant, see last Q in 3a*

How important to be able to see data last collected? Change over time?

Acting on SDH info [Tools: dot phrases .SDHHandouts, .SDHDecline]

**as relevant, see 3b (referrals) and 3c (POC)*

How is/is the collected information communicated among team members?

2b. General questions

How was this workflow developed? Communicated with others (who)? Has the workflow been documented anywhere?

Would you like to see any changes made to this workflow?

Have there been specific organizational/logistical obstacles that complicate the collection of SDH data? How have those been addressed?

What kind of reminder would be helpful to establish this process as a routine procedure?

What do you think is the responsibility of the PCP in collecting/reviewing/acting on SDH data?

What role do you think staff in your specific position should play in this process?