

CDSS Qualitative Interview Guide

Introductory Prompt:

As you may have seen by now, some patients do really well in the RxWL program, and others have a harder time. One thing we are considering adding to RxWL is an element called a decision support tool. This added feature would use computer science to identify patients who are at risk for a particular challenge, let you know ahead of time about that risk, before it becomes a problem, and maybe even provide suggestions about steps to take to help that patient stay on track. The hope is that you can save time and energy by reaching out when a patient needs you, without having to be in touch with every patient all the time.

For example, we could alert you about patients who:

- May be reluctant to enroll
- May struggle to lose weight
- May drop out of the program

If we added something like this, do you think you would find it useful?

Interviewer may clarify the purpose of CDSS and/or clarify the types of proposed alerts at any time to facilitate NCM understanding and response.

Optional follow-up prompts:

- *For what reason (do you believe___)?*
- *Tell me more about that.*
- *In an ideal world, what would that look like?*
- *Is there anything more you'd like to share about that?*

How would you rank the alert types in terms of priority?

Interviewer should only ask the NCM to rank-order alert types that she views as useful in clinical practice. If an NCM does not view CDSS as useful, do not ask to rank-order.

How often would you want to receive these alerts?

Optional follow-up prompt:

- *What would be the most often you'd be willing to receive them?*

In what format? Examples are SharePoint, in EPIC, email, etc.

Optional follow-up prompts:

- *What makes that the best option for you?*
- *What other formats would you be okay with, if any?*
- *Are there any ways you definitely wouldn't want to receive the alerts?*