

## Supplemental Digital Appendix 1

### Provider Interview Guide From a Study Validating and Identifying Domains of Patient Context, Chicago Area Veterans Health Administration Sites, 2014

Provider unique study #: \_\_\_\_\_

Provider type: \_\_ Physician \_\_ Nurse \_\_ Other provider (Describe : \_\_\_\_\_)

Facility: \_\_\_\_\_

Interviewer initials: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Thank you for participating in this interview. I am now turning on the recorder. By participating in this interview, you are agreeing to be recorded. Many things exist beyond a patient's medical conditions that present challenges to developing and prescribing the most appropriate treatment plans. I would like to explore some of these issues in an attempt to identify what we refer to as contextual factors, or factors within a patient's environment, that affect your ability to provide patient-centered care.

#### Individual (context)

1. When you think about your patients individually, what are some patient-specific issues that emerge within the context of providing care and making decisions (e.g., cognitive abilities, emotional state, attitude toward illness, spiritual beliefs, values & goals)?
  - a. What about factors that influence behavior change (e.g., diet, exercise, smoking cessation)?
  - b. What about factors related to their home, work (e.g., travel), or community engagements/responsibilities?
2. How do you currently assess patient-specific factors like the ones we just discussed?
  - a. How do you assess patient preferences for how they would like to receive care (e.g. in person, close to home, technology)?
3. How do you incorporate this information into care?
  - a. What are the challenges of doing so? [prompt: barriers/facilitators to incorporating patient preferences into actual care delivery]

#### Interpersonal (inc. social support)

The interpersonal landscape of a patient's life also can affect a patient's care including spouses, children, family members, friends, and caregivers.

4. What role do these relationships play in a patient's care?
5. What are the benefits of a patient having social support? Are there drawbacks?
6. How do you assess a patient's need for social support at home?
  - a. What are the challenges of incorporating informal caregivers into one's treatment plan?

- b. Are there issues that emerge related to a caregiver's own personal and professional life and the patient's needs?
- 7. How do you gauge the ability of a patient's support network to manage a patient's care needs?
  - a. What can be done with this information to benefit patients?

#### **Broader Community**

- 8. What are elements of a patient's broader community that affect their care (e.g., culture, religion, socioeconomic status)?
  - a. How do these factors affect patient care?
- 9. How do you assess these factors when treating patients?
- 10. What are the challenges of identifying these factors?

#### **Organizational (PCC definition)**

- 11. What aspects of the VA healthcare system affect a patient's ability to receive optimal care?
- 12. Are there issues related to access that factor into your ability to care for patients (e.g., finances, resources, transportation, distance to facility)? Explain.
  - a. How do you assess issues related to access in caring for patients?
- 13. How do you define patient-centered care within the VA?
- 14. Within the last year, what changes have been made in the VA to provide more patient-centered care? What additional changes are needed to provide patient-centered care?  
(This may be an appropriate time to probe about PACTs specifically).
- 15. What are things that you do in an effort to utilize a more patient-centered approach?
- 16. How would you define collaborative or shared decision-making within the context of patient-centered care?
- 17. What can providers do to promote collaborative decision-making?
- 18. What are the advantages of collaborative decision-making? What are the disadvantages?

#### **Technology/Resources**

Health technology is increasingly being incorporated into healthcare delivery. Currently, home telehealth, clinical video telehealth, secure messaging, mobile applications, interactive voice response, and social media are some ways in which the VA is using technology to deliver care.

- 19. What types of technologies have you used within the VA?
  - a. What patient-specific factors influence the use of these technologies?
  - b. How comfortable are you with using these technologies (making them accessible to patients?, and using their various features and functions?)
    - i. What concerns do you have about using these technologies yourself and/or with your patients?
  - c. How knowledgeable are your patients about these technologies? How interested in or willing are they to use it?
  - d. What resources are available to orient patients to these technologies?
- 20. Do you think these types of technologies enhance patient-centered care? Explain.

21. What are the advantages of health technology for care delivery? [prompt: To patients? To providers?] Disadvantages? [prompt: To patients? To providers?]
22. How often do you incorporate technology into patient care?
  - a. When is it most appropriate/inappropriate to use?)
  - b. Are you satisfied with your current use of technology in your practice? Why or why not?

### **Patient Inventory**

23. We have discussed a number of contextual issues that influence patient care including – patient, interpersonal, organizational, community, and technological factors. This information is typically not made available to providers during patient visits. In what ways would access to this information during (or immediately prior to) a patient visit be helpful?
24. How would you feel about an inventory completed by patients covering these factors that was made available to you in CPRS?
  - a. What would be the advantages of this approach? Disadvantages?
  - b. How could an inventory of this nature be incorporated into care? How often should it be administered?
25. How could an inventory tool such as this complement or be integrated with other tools used within the VA?