

Supplemental materials for:

Brown EJ, Kangovi S, Sha C, Johnson S, Chanton C, Carter T, Grande DT. Exploring the Patient and Staff Experience with the Process of Primary Care. *Ann Fam Med.* 2015;13:347-353.

Pt questions

I am interested in learning about your health and your experience with your primary care doctor. I don't work for the clinic or know anyone who does and all the answers you give me will be confidential: please feel free to be completely honest.

PART ONE

1. Tell me about your health

PATIENT'S UNDERSTANDING/ASSESSMENT OF THEIR OWN HEALTH

-What is your biggest health problem?

2. What types of things do you think caused your _____[HEALTH PROBLEM]_____?

CAUSES OF HEALTH (GOOD OR BAD)

3. If you could achieve one goal over the next 6 months with your _____[HEALTH PROBLEM]_____ what would it be?

4. What kinds of things make it hard for you to _____[THEIR GOAL]_____? (I'm not just talking about medical issues, but all kinds of life issues that may make it hard.)

BARRIERS OF Patient Goal

-How about family or friends? Do they make it hard for you?

-How about issues with housing?

-How about bills?

-How about childcare?

-How about your job? Does that make it hard for you to _____[THEIR GOAL]_____

-People have told me about issues with drugs or alcohol that made it hard to deal with health problems. How was that for you?

5. What kinds of things might help you to _____[THEIR GOAL]_____?

PROMOTERS OF Patient Goal

6. This clinic is thinking about starting a program to help people reach their health goals. This program would have someone who comes from our community and would work with patients one on one and help them deal with all sorts of issues that make it hard for people to reach their health goals.

FEEDBACK ABOUT PACT

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- a. If you were in charge of this program, what would you want this person to do for patients like you?
- b. What would you not want this person to do?
- c. What do you think about the CHW:
 - coaching you on reaching your health goals?
 - calling or visiting you at home?
 - helping you get connected with community services like food banks or childcare?
 - reminding you about doctor's appointments?
 - helping you get referrals and make appointments?

PART TWO

Now I'd like to ask your visit today and I'm interested in the tiny little details of each thing. [ALWAYS PROMPT: WHY? TELL ME MORE? WHAT ELSE DID YOU THINK ABOUT DOING? WHAT WAS GOING THROUGH YOUR MIND?]

1. What made you make the appointment today?

DECIDING TO MAKE AN APPOINTMENT

- Did you think about not making an appointment and doing something else instead?
- Tell me about that

2. How did you make your appointment?

APPOINTMENT MAKING

- [IF CALLED] What happened when you called?
 - Is that any different than usual?
- Then what?
- How long did it take to get an appointment?
 - Is that any different than usual?
 - What was the worst part of _____? Why?
- How long does it take to get an appointment for when you aren't feeling well or are in pain?
 - Tell me more
 - What was the worst part of _____?

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-Can you talk to your doctor over the phone if you have a question or need something?

-Tell me more

-What was the worst part of _____?

--How do you think we could make it easier for patients to _____

3. Ok, so you made the appointment. Then what?

-Childcare?

-Time off work?

-Arranging transportation?

PLANNING FOR APPOINTMENT

4. -How was it getting to the appointment?

TRANSPORTATION AND LOGISTICS OF GETTING TO CLINIC

5. -What was going through your mind today when you first got to the office today?

WHAT ARE THEY THINKING OF WHEN THEY FIRST ARRIVE

6. After you arrived, what did you do?

-What's it like when you check in?

-What happens if you don't have the co-pay?

-What happens if you're late?

-What was the worst part of _____?

7. -What happened next?

-How is the wait after you check in?

8. -What happened next?

STEP BY STEP

[IF THEY SKIP TOO MANY STEPS, HAVE THEM GO BACK]

-How did that work for you?

-How would you like it to work?

-What happened next?

-What happened next?

[WHEN THEY START TALKING ABOUT THEIR DOCTOR, ask:

9. How do you feel about your doctor?

IMPRESSIONS OF DOCTOR

-Do you usually see the same doctor every time you come or different ones? How do you feel about that?

-Was there anything bothering you or that you're worried about that you didn't mention to your doctor?

KEEPING THINGS FROM THE DOCTOR

-Why do you think you didn't tell him/her?

-How is it when you ask your doctor for medications for pain?

ASKING FOR PAIN MEDICATIONS

-Tell me more

-What was the worst part of your time with your doctor?

10. Ok after you were seen by your doctor, then what happened?

[KEEP GOING LIKE THIS UNTIL YOU GET TO 'AND THEN I SAW YOU']

-Are there other services (like nutrition, counseling, and social services) that you use at the clinic?

[IF SO, What services are being used ?]

-How does it work getting referrals for specialists?

-Explain to me each step that you had to go through to get the referral

PROCESS OF GETTING REFERRALS

- What was the worst part of _____?

BARRIERS TO GETTING REFERRALS

--How do you think we could make it easier for patients to ____?

IDEAS FOR IMPROVING THE REFERRAL PROCESS

-How does it work when you need to get xrays or other tests done?

PROCESS OF GETTING IMAGING/TESTS

- What was the worst part of _____?

BARRIERS TO GETTING REFERRALS

-How do you think we could make it easier for patients to ____?

IDEAS FOR IMPROVING THE IMAGING/TEST PROCESS

11. -What are you going to do after you leave the office today?

SALIENT PLANS

12. -What did your doctor tell you need to do?

DR. RECOMMENDATIONS

13. -How will it be for you to _____[DO WHAT THE DOCTOR SAID]_____]?

PROMOTERS AND BARRIERS OF COMPLETING RECOMMENDATIONS

14. -Are you planning to do these things?

INTENTION TO COMPLETE RECOMMENDATIONS

PART THREE

I want to ask you about a couple of ideas that some doctor's offices have for changing things a bit.

25. The first idea is that instead of being cared for by just the doctor, patients could be cared for by a team of people including doctors, nurses, and community health workers who would each do different things. What do you think of this?

-Do you see different people other than your doctor/doctors for your care at the clinic, like the psychologist, case managers, nutritionist?

[If SO, Who do you see ?]

-Do you like to see different people for different things or just see your doctor for everything?

PCMH MULTIDISCIPLINARY CARE

26. The second idea is called open-access scheduling. Instead of making appointments, you would just call the day that you wanted to come in and the office would try to fit you in that day. What do you think of this?

PCMH OPEN ACCESS

27. The next idea is using email and the internet to communicate with your doctor's office. What do you think of this?

PCMH TELEMEDICINE

28. The last idea is using the doctor's office both for check-ups **and** for when you aren't feeling well, instead of going to the emergency room. What do you think of this?

PCMH WHOLE PERSON CARE

-[If pt says, that's what I do] Some people have told me that they go to their doctor for check-ups, but prefer to go to the emergency room if they are in pain or not feeling well. The doctor's office would like patients to come to them for everything, unless it is a true emergency. What do you think about that?

PART FOUR

24. Let's think back to ____date of last hospital visit____. Can you tell me a little about how you ended up in the hospital?

PROCESS OF ENDING UP IN THE HOSPITAL

-Did you think about calling your doctor at any point?

-What were the reasons that made you go to the emergency room rather than your primary care office?

REASONS FOR CHOOSING TO GO TO HOSPITAL RATHER THAN PRIMARY CARE

-TELL ME MORE!!!

PART FIVE

25. You have been so helpful. I'd just like to ask you a few basic questions:

What is your age?

Gender?

Are you Hispanic or Latino?

Which one or more of the following would you say is your race? (pick as many as apply)

American Indian/Native Alaskan

Asian

Black/African American

Native Hawaiian/Other Pacific Islander

Non-Minority (White, Non-Hispanic)

White-Hispanic

Other

How many times in the last 6 months have you been to the Emergency Room? Count ALL visits to the ER, including visits where you received a brief exam, but were sent elsewhere.



How many different times did you stay in any hospital overnight or longer during the past 6 months? Your best guess is fine.



Zipcode

