

Online Supplementary Material

Hsu C, Cherkin DC, Hoffmeyer S, Sherman KJ, Phillips WR. Patient and clinician openness to including a broader range of healing options in primary care. *Ann Fam Med*. 2011;9(5):447-453.

<http://www.annfammed.org/cgi/content/full/9/5/447/DC1>

Supplemental Appendix. Focus Group Guides: Exploration of New Options for Promoting Healing in Primary Care: Key Questions to Guide Patient and Clinician Focus Groups

Patient Groups

This project builds on our research that asked groups of patients and clinicians how they defined "healing". We found a great deal of agreement among the almost 100 doctors, nurses and patients who participated in the 10 focus groups we conducted. Here is our synthesis of the definitions emerging from the focus groups that we published in the Annals of Family Medicine:

Healing is a dynamic process of recovering from a trauma or illness by working toward realistic goals, restoring function, and regaining a personal sense of balance and peace. Healing is a multidimensional process with physical, emotional, and spiritual dimensions.

The key themes are as follows: (1) healing is multidimensional and holistic; (2) healing is a process, a journey; (3) the goal of healing is recovery or restoration; (4) healing requires the person to reach a place of personal balance and acceptance, and (5) relationships are essential to healing.

Given that that this definition was widely shared by doctors, nurses, and patients we would like to use this as a starting place for our discussion today. We aren't going to be talking about this definition today, but about ways that to promote healing—as defined here—in primary care settings. Do you have any questions about this definition before we start?

1. When you go to your primary care provider (that is your family doctor or nurse practitioner) for a health problem, what do you expect them to do or recommend? Let's brainstorm list (List 1).
PROBE: Let's say you are having back pain, what might you expect your PCP to do or recommend?
2. Of the things that we brainstormed, which of these do you consider to be healing?
3. What other things does your doctor or nurse do or recommend that you find healing?
PROBE: Can be things your doctor or nurse does or says, or treatments they offer? Feel free to think broadly.
4. Now, some patients have persistent health problems for which these types of care (point to the list) do not entirely meet the patient's needs. Can you think of other healing options, ones that you might not expect to come up during a visit with your doctor or nurse (again we are thinking of things that they might either do themselves or recommend that you do)? Let's brainstorm a list (List 2).

Let them brainstorm with no prompts until conversation stalls out, then prompt them with some things that they didn't come up with from the following list, see where that goes, do this a couple times until it is clear that they are out of ideas and then add any major items from the list that aren't already there. Prompts to help with brainstorming: Tai chi, Chi gong, Yoga, Massage, Acupuncture, Meditation, Art therapy, Music therapy, Prayer, Writing/writing therapy, Develop a new interest, Pet therapy, Shamanic healing, Gardening, Chiropractic. How would you feel if your doctor or nurse suggested you consider some of these other healing options if they felt it would be helpful—the ones you wouldn't expect them to suggest?

PROBE: Are there things on the list you would feel more comfortable with? Things that you feel less comfortable with?

5. What types of things might your doctor or nurse *say or do* that would make you feel more comfortable with them recommending these other healing options?
6. What things might your primary care provider say or do that would make you uncomfortable about them recommending these other healing options?
7. Have you ever had an illness or health problem for which you used or considered using these other healing options? How did that new idea of healing come up and how did you make the choice of whether or not to follow up on that idea? (OPTIONAL, DEPENDS ON TIME)
8. What other ideas do you have regarding how your doctor or nurse can give care that promote healing and addresses the whole person (mind, body and spirit)?
9. Any other related comments or thoughts you would like to share before we end?

Clinician Groups (physicians, physician assistants, and registered nurses)

[SAME INTRODUCTION AS IN PATIENT GUIDE]

1. What types of healing do you usually associate with primary care—that is, what is it that primary care providers do or recommend to promote healing for patients that come in with a specific problem? Let's brainstorm a list (List 1).
PROBE: Let's say a patient is having back pain, what options would you typically do or recommend?
2. What else do doctors or nurses do to promote healing?
3. Are there things that you do or recommend that you think do not promote healing?
4. [SEE PATIENT GUIDE: Question 4.]
5. Do you think your patients would benefit if some of these other healing options were introduced in a primary care settings?
PROBE: Can you think of any specific cases or health conditions that you feel could benefit from healing options that aren't usually a part of biomedical care? What are those conditions and what healing options would you recommend?
6. How do you think your patients would react if you were to recommended these other healing options?
7. Have you ever recommended that a patient try any of these other healing options (point to List 2)?
Can you describe that encounter?
PROBES: What was condition? What did you recommend? Why? How was it received?
8. What do you see as the barriers to introducing these other healing options into primary care practice?
9. What could be done to overcome these barriers?
10. Have you personally ever had an illness or health problem that you used or considered using other healing options like those brainstormed? How did that new idea of healing come up and how did you make the choice of whether or not to follow up on that idea? (OPTIONAL, DEPENDS ON TIME)
11. What other ideas do you have regarding how primary care providers can give care that promotes healing and addresses the whole person (mind, body and spirit)?
12. Any other related comments or thoughts you would like to share before we end?