

2/14/05

**Primary Care Decision Support Needs Assessment:
Practitioners' Focus Group Moderator's Guide**

Good morning/afternoon/evening. My name is _____ of DHMC/Dartmouth College/DMS. I am working with the Section of General Internal Medicine at Dartmouth Hitchcock (or at the VA Medical Center). We want to learn more about the medical decision-making needs of practitioners and patients in primary care. Your answers to our questions are confidential and will be reported in aggregate to our research team.

In Part 2 of the project we will use your feedback to develop a health information data system that will collect information directly from patients and summarize it with relevant medical record data prior to the medical encounter. The system will increase the efficiency of the medical encounter, identify patients who may benefit from decision support, and enable the provider and patient to actively participate in shared decision making.

3 main purposes to our interviews with GIM practitioners, staff and patients:

1. We want to understand what our clinicians and patients think are their most important decision support needs. To do this, we will ask questions about some of the difficult, close-call health care decisions you and your patients currently make together.
2. We also want to know whether you think a decision support system could and should be integrated into your practice. If so, we want you to tell us what you think is the best way to do that. So, some of our questions will focus on your opinions about how to design such a system.
3. We also want you to tell us if you think there are any barriers that could interfere with introducing such a decision support system into your section. So, some of our questions focus on your opinions about what the barriers might be, and how to reduce them.

The focus group will take 60 minutes.

Step 1 – complete Decision Support Assessment

Step 2 – review sample Patient Intake Q'aire and Touchpad

Step 3 – Open ended discussion

2/14/05

Discussion Questions:

1. Based on what you know about this endeavor today, what challenges do you foresee going forward?

- Probes:**
- a. How do you feel about this idea?**
 - b. Would you feel comfortable discussing your concerns with the project team?**
 - c. If no to b., what do you want our report to make clear to the team?**

2. What would help you do a better job supporting your patients when they are involved in making of close-call, preference-sensitive decisions?

3. Is there health care maintenance information you would like your patients to receive BEFORE their physical exam?

- Yes
- No

3b. If yes, what information would you like patients to receive?

3c. What type of medium should patients receive the information in?

- booklets, pamphlets
- videos DVD
- Internet
- other (specify) _____

2/14/05

4. What patient self-reported data would be most important for you to see (in a report or online) during the clinician-patient encounter?

- red flags,
- tailored protocols,
- longitudinal comparisons,
- billing documentation,