

**Primary Care Decision Support Project
Administrative Staff Needs Assessment
Moderator's Guide**

Step 1 – Introduce Decision Support Project

Background:

Achieving high quality informed medical decisions is critical to both providers and patients in primary care. Current demands of shortened medical encounters in primary care practice create pressure on health care providers and patients to arrive at decisions quickly. To address these time constraints, more must be done outside the patient-provider encounter to inform the patient and enhance communication.

Patients in primary care frequently face tough health care decisions. Sometimes, there is no one best choice between various possible actions and the actual treatment decision may depend on the patient's values and preferences. Examples include decisions about

- screening tests (whether or not to have a PSA test),
- medical treatment (BPH, osteoarthritis),
- chronic disease management (chronic low back pain, CAD).

Patients facing these kinds of decisions may feel what we call *decisional conflict*. One way to help patients in this kind of situation is to provide *decision support*. Decision support consists of identifying decisional conflict and working one-on-one with patients to resolve it, as well as using patient decision aids, (printed materials, audio or videotapes) when good ones are available and appropriate.

Purpose for Study:

There are two goals for this project. The first is to re-configure the primary care office visit to allow providers and patients more time to address the issues that bring the patient to the clinic. That means less time spent during the provider/patient encounter collecting information from the patient.

We also want to learn more about the medical decision-making needs of practitioners and patients in primary care. In Part 2 of the project we will use the feedback we receive from providers, nurses, LNAs, administrative staff and patients to develop a health information data system that will collect information from patients and summarize it with relevant medical record data prior to the medical encounter. We believe this system will increase the efficiency of the medical encounter and will identify patients who may benefit from decision support.

Today's focus group will take 60 minutes. Your answers to our questions and our discussion today will help shape the project. Your opinions are confidential and will be reported in aggregate to the research team.

Step 2 – review sample Patient Intake Questionnaire Report

Step 3 – Focus Group Discussion

PRIMARY CARE Administrative Staff Focus Group Questions:

1. What do you think are the barriers that could interfere with introducing a decision support system into GIM?
2. How can we overcome those barriers?
3. In re-designing the primary care visit to support patient decision-making, how can we best utilize the administrative support team
4. What health care maintenance information or education would you like PRIMARY CARE patients to receive BEFORE their physical exam?
5. Based on what you know about the objectives of this project, what challenges are there to achieving this objective ?
6. Would you feel comfortable discussing your concerns with the project team?
7. What do you want our report to make clear to the project team?

Matthew Hudson
Comment: Maybe this questions would be better toward the end of the discussion? Just a thought.

Matthew Hudson
Comment: Consider using the question "When you hear the term "decision support", what does that mean to you? It might help get a sense of the type of decisions providers are concerned about, as well as the "specific" questions (like PSA etc.)