Appendix A: Population Needs Assessment Questions
Personal Interview Questions for Key Informants (Practitioner Version)

Good morning/afternoon/evening. My name is ____________ of ____________ [institution] and I am involved with ___________ [person] in conducting interviews with practitioner and consumer groups to learn more about the decision making needs people when they are making decisions about _____________ [problem X].

During the interview, we will be asking you some questions about the health decisions people might make in your area of practice, for example decision about ________________________________________________________________
[insert decisions appropriate to clinical area]

The information will contribute to a better understanding of the decision making needs of patients to improve planning of decision support.

All of the information we collect in this interview will be kept confidential. We’d like your help, it won’t take more than _____ minutes.

PERCEPTION OF IMPORTANT DECISION

1. What decisions do patients with __________ [problem X] have to make in your practice?

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

2. Let’s focus on one decision. . . one that is important and difficult for patients to make. (e.g. patients need a lot of help, or practitioner spends a lot of time) Which one would you choose?

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
3. What makes the decision difficult for patients?

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

[Probe:

Are patients:  |_| lacking information about options, pros and cons  |_| lacking information on the chances of benefits and harms

|_| unclear about what is important to you  |_| lacking information on what others decide  |_| feeling pressure from others  |_| lacking support from others  |_| lacking motivation or not feeling ready to make a decision

|_| lacking the skill or ability to make this type of decision  | other ]

4. Thinking about this decision, which options are there??

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

5. What do you see as the main advantages and disadvantages of the options?

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

6. What is your usual role in making this decision?

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

[Probe:

Do you usually:  |_| make the decision for the patients, |_| share the decision with the patients, |_| provide support or advice for patients to make the decision on their own

7. What factors make it difficult for you to support your patients’ decision making?

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

8. What factors make it easier for you to support your patients’ decision making?

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________
9. Who else besides yourself and the patient is usually involved in making this decision?
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

[Probe:  □ spouse, □ family, □ friend □ health care provider □ other ________________]

10. What is their usual role in making this decision? (i.e. The person mentioned above)
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

[Probe:  Do they usually: □ make the decision for the patients, □ share the decision with the patients, □ provide support or advice for patients to make the decision on their own]

RESOURCES

11. How do patients usually go about making such a decision?
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

[Probe:  Do they: □ get information on choices   □ get information on how likely the choices are □ consider how important choices are, □ get information on how others decide or recommend □ find ways to handle pressure □ get support from others □ other]

12. What would help patients to make this decision?
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

13. What will hinder patients (get in the way of) making this decision?
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
14. What would help patients overcome some of the things that hinder (get in the way of) their decision making?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

15. I will list possible ways to help some people with a decision, which ones do you think may be useful to your patients?

[ ] Counseling from health practitioner, IF YES, what types of practitioner _________________

[ ] Discussion groups of people facing the same decisions, IF YES, what type of organization or group _________________

[ ] Information materials
If yes, type of medium----> [ ] booklets, pamphlets [ ] videos [ ] CD ROMS
[ ] Internet [ ] other, specify ___________________

If yes, who do you think should prepare information about the decision
[ ] pharmacies [ ] expert medical and health practitioners
[ ] health societies (Cancer Society, Heart and Stroke Society) [ ] government
[ ] consumer associations [ ] insurance companies
[ ] private companies that produce and sell drugs and health products

16. Is there anything else that would help you to do a better job supporting your patients’ decision making?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

CHARACTERISTICS OF PRACTITIONER

17. Age Category
[ ] twenties [ ] thirties [ ] forties [ ] fifties [ ] sixties or more
(guestimate)

18. Sex
[ ] male [ ] female

19. Practice Specialty __________________________________________________________

20. Practice Location __________________________________________________________ [ ] urban [ ] rural

[THANK RESPONDENT]