Interview Guides

Patient Interview Guide—15 Days Postdischarge

Background
First, let us THANK YOU for agreeing to participate in our research project. I am (NAME) and I am a researcher from The Ohio State University. I am contacting you as part of a project we are doing to study MyChart Bedside (MCB), a personal health record offered by the Ohio State University Wexner Medical Center (OSUWMC) and the hospitals associated with the medical center.

As part of this study, we are interested in collecting information from patients about how they tracked their health conditions during their inpatient stay and later after they were discharged. Ultimately, this will help us in the future to understand the issues involved so that we can improve patient training and technology based on user experiences.

When you were recently in the hospital, you agreed to participate in this study, and I am calling you as a follow-up to see if you would be interested in participating in a brief telephone interview that will take ~20 minutes. In this interview, we will ask you several general and open-ended questions about your experience with managing your conditions when you were in the hospital, and your perceptions about what might be helpful. As a token of appreciation for your time participating in this interview, we will mail you a $15.00 gift card.

Overview of Interview Topics
In this interview, I will ask you a series of open-ended questions to get your perspectives about different topics. As an overview, these topics are:

- Section 1: Patient Information
- Section 2: Experience with MyChart Bedside
- Section 3: Experience with the MyChart Bedside Training
- Section 3: Managing Your Health
- Section 4: Communication with Hospital Staff

Introduction to Interview
Before we begin the interview, I need to take you through an informed consent process. In particular, let me make sure that you understand that:

a. Your participation is completely voluntary. If you do choose to talk with us, you may decide to hang up at any time during this interview.
b. We consider this discussion to be confidential. Your participation is confidential in the sense that your name will not be used in any reports or articles.
c. We would also like to record the interview for the purposes of data collection for our research. The recording will not be used to identify you in any way.
d. Do you have any questions about our study or this interview process? Are you okay being recorded?

I will collect your address at the end of this call to mail you your gift card.

Patient/Caregiver Interview Questions

Begin Interview
You may remember someone coming into your room with a white or gray vest and providing some training and demonstrating how to use the tablet and MyChart Bedside. I want to talk with you today about what you thought about that training and about MyChart Bedside.

Section 1: Patient Information
- Before your most recent hospital stay, had you used OSU MyChart or any outpatient portal before? [Remind the patient that OSU MyChart is the portal that they can use at home and that it is different from MCB, which is the one that they used on the tablet while they were a patient in the hospital].
  - How comfortable are you with OSU MyChart (or a different outpatient portal)?
- When you were in the hospital, were you (or your patient) the primary user of MyChart Bedside?

Section 2: Managing Your Health
- How do you generally keep track of your health when you are not in the hospital? (i.e., meds, doctor's visits, general health status)
  - How does that change when you are in the hospital?

Section 3: Experience with MyChart Bedside
- How often did you use the MyChart Bedside application on the tablet that you were given when you were admitted?
  - [If they don't remember the tablet, tell them it looks like an iPad and you may have ordered your meals using it]
- Tell me about how you used MyChart Bedside.
  - [Probes: if they don't mention any of these:]
    - Did you look at your daily schedule?
    - Did you view your test results?
    - Did you look at information about your care team?
    - Did you read any educational materials?
    - Did you request any services?
    - Did you make notes about your care?
- What did you like about using MyChart Bedside?
  - Was it easy to use?
- What did you not like about using MyChart Bedside?
  - Did you encounter any problems?
Patient Interview Guide—6 Months Postdischarge

Background
First, let us THANK YOU for agreeing to participate in our research project. I am (NAME) and I am a researcher from The Ohio State University. I am contacting you as part of a project we are doing to study MyChart Bedside (MCB), a patient portal offered by the Ohio State University Wexner Medical Center (OSUWMC) and the hospitals associated with the medical center.

As part of this study, we are interested in collecting information from patients about how they tracked their health conditions during their inpatient stay and later after they were discharged. Ultimately, this will help us in the future to understand the issues involved so that we can improve patient training and technology based on user experiences.

When you were recently in the hospital, you agreed to participate in this study, and I am calling you as a follow-up to see if you would be interested in participating in a brief telephone interview that will take ~20 minutes. In this interview, we will ask you questions about your experience with managing your conditions while you were in the hospital, including your perceptions about what might be helpful in the future. As a token of appreciation for your time participating in this interview, we will mail you a $15.00 gift card.

Overview of Interview Topics
For this interview, I will ask you a series of open-ended questions to get your perspectives about different topics. As an overview, these topics are:

- Section 1: Experience with and Perceived Benefits of the MCB Portal
- Section 2: Experience with and Perceived Benefits of the OSU MyChart Portal

Introduction to the Interview
We have scheduled the next 20 minutes to discuss these topics. Before we begin the discussion, we need to take you through an informed consent process. In particular, let me make sure that you understand that:

a. Your participation is completely voluntary. If you do choose to talk with us, you may end the interview at any time.

b. We consider this discussion to be confidential. Your participation is confidential in the sense that your name will not be used in any reports or articles.

c. We would also like to record the interview for the purposes of data collection for our research. The recording will not be used to identify you in any way.

Do you have any questions about our study or this interview process?

Patient/Caregiver Interview Questions

Section 1: Experience with and Benefits of MyChart Bedside

MyChart Bedside is an electronic personal health record that patients can access using a tablet. It allows patients to see...
who is on their care team, view their schedules each day, ask questions, view test and laboratory results, and make notes. OSUWMC has made MyChart Bedside available to most of their hospitalized patients, and we are interested in learning about patients’ experiences with this new technology.

- You first joined our study when you were in the hospital ~6 months ago. Have you been a patient in the hospital again since then?
  - If yes, did you use MyChart Bedside during that admission (those admissions)?
  - If no, when you were in the hospital 6 months ago, did you use MyChart Bedside?

Thinking about any of the times you were in the hospital and used MyChart Bedside, I’d like to know about how you used MyChart Bedside.

- What did you like about using MyChart Bedside?
  - Was it easy to use?
- What did you not like about using MyChart Bedside?
  - Did you encounter any problems?
- Would you recommend MyChart Bedside to other patients?
- Did you or do you have any concerns about using OSU MyChart?
- How does using OSU MyChart compare with other ways you have used to manage your (your patient’s) health conditions?
- Would you recommend using OSU MyChart to other patients?

Interview Closure and Follow-up

- Is there anything else you would like to tell us about using MyChart Bedside or OSU MyChart with respect to your experience?

Care Team Member Interview Guide—Within 4 Weeks of Implementation

Background

First, let us THANK YOU for agreeing to participate in our research project. We are (NAMEs) and we are researchers from the Department of Family Medicine at The Ohio State University. We have reached out to you as part of a project we are doing to study how the Ohio State University Wexner Medical Center (OSUWMC) can understand how providers interact with the new MyChart Bedside (MCB) application in Epic.

As part of this study, we are interested in collecting information from provider users about their experiences and how they use MyChart Bedside in their work. You have been identified as someone who would provide invaluable information about this topic. In this interview, we will ask you several general and open-ended questions about your thoughts using MyChart Bedside to accomplish patient care related tasks.

Overview of Interview Topics

In this interview, I will ask you a series of open-ended questions to get your perspectives about different topics. As an overview, these topics are:

- Section 1: Participant Information
- Section 2: Training and Competency
- Section 3: Communication and Collaboration
- Section 4: Work Productivity
- Section 5: Policies related to MCB Use

Introduction to Interview

We anticipate that it will take around 10 minutes or so to discuss these topics with you. Before we begin the discussion, we need to take you through an informed consent process. In particular, let me make sure that you understand that:

a. Your participation is completely voluntary. If you do choose to talk with us, you may decide to leave the group at any time.

b. We consider this discussion to be confidential. Your participation is confidential in the sense that your name will not be used in any reports or articles.
c. We would also like to record the session for the purposes of data collection for our research. The recording will not be used to identify you in any way.

Do you have any questions about our study or this interview process?

**Care Team Interview Questions**

**Section 1: Participant Information**

To start, we'd like to learn a little more about each of you:

- What is your role/position?
- Where do you work in the Medical Center and how long have you worked there?
- How comfortable would you say you are using technology (computers, smartphones) in health care settings?

**Section 2: Training**

- What did you think about the training you received to use MyChart Bedside?
- What was useful about the training?
- Was the format of the training efficient?
- What else would you include in training?
- How much training did you receive in using MyChart Bedside with your patients? [Was this training sufficient?]
- How well do you think the training prepared you for using MCB? [Why?]

**Section 3: Expectations**

- How much do you expect that patients will use the different features that are available in MyChart Bedside? [Features: Dining on Demand; Education; Secure Messaging; Medication list; Problem list; Schedule; Description of Care Team]
- How much do you think that patients will benefit from having access to the different features that are available in MyChart Bedside? [Features: Dining on Demand; Education; Secure Messaging; Medication list; Problem list; Schedule; Description of Care Team]
- In what ways do you think the MyChart Bedside application will impact your productivity?
- In what ways do you think the MyChart Bedside application will impact your interactions with patients?

**Section 4: Communication**

- In what ways do you think the MyChart Bedside application will impact your communication with patients?
- In what ways do you think the MyChart Bedside application will impact your communication with your immediate colleagues?
- In what ways do you think the MyChart Bedside application will impact your communication across the health system?

**Interview Closure and Follow-up**

- Is there anything else you would like to tell us about the use of MyChart Bedside related to patient care?

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**Care Team Member Interview Guide—6 Months Postimplementation**

**Background**

First, let us THANK YOU for agreeing to participate in our research project. I am (NAME) and I am a researcher from The Ohio State University. I am here as part of a project we are doing to study the use of MyChart Bedside (MCB) within OSUWMC.

As part of this study, we are interested in collecting information from providers about how they see patients using MCB and how they might like patients to use MCB. You have been identified as someone who would provide invaluable information about these issues. In this interview, we will ask you several general and open-ended questions about your experience with MCB and your perceptions about any benefits related to its use.

**Overview of Interview Topics**

In this interview, I will ask you a series of open-ended questions to get your perspectives. These questions cover several different areas:

- **Section 1: History and Background**
- **Section 2: Workflow Changes in Implementing MCB**
- **Section 3: Features of MCB: “Messages” and “To Learn”**
- **Section 4: Impact on OSUWMC**
- **Section 5: Interactions with Patients Using MCB**
- **Section 6: Other Features of MCB**

**Introduction to Interview**

We have scheduled the next 10 minutes to discuss these topics with you. Before we begin the discussion, we need to take you through an informed consent process. In particular, let me make sure that you understand that:

a. Your participation is completely voluntary. If you do choose to talk with me, you may end the interview at any time.

b. We consider this discussion to be confidential. Your participation is confidential in the sense that your name will not be used in any reports or articles.

c. We would also like to record the interview for the purposes of data collection for our research. The recording will not be used to identify you in any way.

d. Do you have any questions about our study or this interview process?

**Care Team Interview Questions**

**Section 1: History and Background about MyChart Bedside**

- To start, could you please describe your role in your organization and your involvement with the MyChart Bedside application?
- How long have you been working with MCB?

**Section 2: Workflow Changes**

- Since your unit began offering MCB, have there been any changes required to accommodate its use?
Section 3: MCB Functions: “Messages” and “To Learn”

We are especially interested in these two specific features of MCB that patients and nurses might use together.

Secure Messaging

- Do you have any stories about patients using the “Messages” function? (i.e., send messages to the care team)
  - Do families ever use secure messaging?
- How do you respond to IHIS Bedside messages? (e.g., send IHIS Bedside message back to the patient or in-person communication)
- What do you tell patients about using the message feature versus using their call button?
- How do you think patients benefit from using secure messages?

Patient Education

- Do you have any stories about patients using the “To Learn” feature?
- What do you tell patients about using the “To Learn” feature?
- Have patients asked you about these educational materials?
- How has patient use of “To Learn” impacted your experience providing patient education?

Section 4: Impact on OSUWMC

- How has your process of patient care benefited from the introduction of MCB?
- Have there been any disadvantages you associate with the introduction of MCB?
- Has MCB had an impact on patient care? What kind of impact?
- Has the MCB program had an impact on patient satisfaction? What kind of impact?
- What kinds of things do you discuss with your colleagues about MCB?
- Has the MCB Program had an impact on staff or provider morale or satisfaction? What kind of impact?

Section 5: Interactions with Patients Using MCB

- Do patients ask you questions about MCB?
  - What kinds of questions do they ask? [Probe: technical or applied?]
- Have patients mentioned any problems they encountered using MCB?
  - If yes, what was your impression of the proportion of complaints versus positive comments?
- How do you feel using MCB impacts working with your patients?
  - Do you see any differences in behaviors between patients who use versus do not use MyChart Bedside? [Probes: patient knowledge about the process of care? Different types of discussions?]
- Do you have feelings about how the tablet is introduced to the patient?
- Do you have any thoughts about how tablet use may differ based on patient characteristics? [Probes: older, sicker, more family around, used it more frequently/effectively?]

Section 6: Other Features of MCB

MyChart Bedside has several specific features. The next set of questions will ask about those specific features.

- Did patients seem to use the “Happening Soon” feature – that provided appointment and procedure schedules? How can you tell? [Probes: patient mentioned it, patient seemed more educated about the flow of his/her care (upcoming appointments, procedures)]
- Do you have any stories about patients using this feature?
- Did patients seem to use the “Taking Care of Me” feature – provides clinician bio, photo, role? How can you tell? [Probe: patients seemed to know faces/names of the care team.]
- Do you have any stories about patients using this feature?
- Did patients seem to use the “I Would Like” feature? Did you receive non-urgent service messages and was there a change in the volume of things requested in-person? How could you tell?
- Do you have any stories about patients using this feature?
- Did patients use the “My Health” feature? How could you tell? [Probe: patients mentioned access to laboratory results and medication information.]
- Do you have any stories about patients using this feature?

Interview Closure and Follow-up

- Is there anything else you would like to tell us about patients using MCB?

Care Team Member Interview Guide—
12 Months Postimplementation

Background

First, let us THANK YOU for agreeing to participate in our research project. I am (NAME) and I am a researcher from The Ohio State University. I am here as part of a project we are
doing to study the use of MyChart Bedside (MCB) within OSUWMC.

As part of this study, we are interested in collecting information from providers about how they see patients using MCB and how they use MCB. You have been identified as someone who would provide invaluable information about these topics. In this interview, we will ask you several general and open-ended questions about your experience with MCB and your perceptions about any benefits related to its use.

Overview of Interview Topics

In this interview, I will ask you a series of open-ended questions to get your perspectives. These questions cover several different areas:

- Section 1: History and Background
- Section 2: Workflow around MCB
- Section 3: Most Used Features of MCB
- Section 4: Impact on Care and Patients
- Section 5: Interactions with Patients Using MCB

Introduction to Interview

We have scheduled the next 10 minutes to discuss these topics with you. Before we begin the discussion, we need to take you through an informed consent process. In particular, let me make sure that you understand that:

a. Your participation is completely voluntary. If you do choose to talk with me, you may end the interview at any time.

b. We consider this discussion to be confidential. Your participation is confidential in the sense that your name will not be used in any reports or articles.

c. We would also like to record the interview for the purposes of data collection for our research. The recording will not be used to identify you in any way.

d. Do you have any questions about our study or this interview process?

Care Team Interview Questions

Section 1: History and Background about MyChart Bedside

- To start, could you please describe your role in your organization and let us know how long you have been working here?
- How long have you been working with MCB?
  - If since implementation: what changes were required to accommodate its use?

Section 2: Workflow

- How does your unit offer MCB to patients?
  - Who is responsible for provisioning the tablet?
  - Who is responsible for showing the patient how to use it?
  - How long has this process been in place?
- How does your unit decide to make changes to accommodate MCB?

- How do you show people how to use MCB when they bring their own devices (BYOD)?
  - Where did you find the information about how to do this?
  - Do they use the MCB app or OSU MyChart or both on their own devices?
- How do you receive data or a report about MCB compliance for tablet provisioning and activation?
  - Does unit management discuss the report with you?
  - Does your unit have strategies to meet or exceed goal rates?

Section 3: MCB Functions

- What features of MCB do your patients seem to use the most?
- What features of MCB do they use the least?

Secure Messaging

- Do you have any stories about patients using the “Messages” function? (i.e., send messages to the care team)
  - Do families ever use secure messaging?
- How do you respond to IHIS Bedside messages? (e.g., send IHIS Bedside message back to the patient or in-person communication)
- What do you tell patients about using the message feature versus using their call button?
- How do you think patients benefit from using secure messages?
- How has patient use of secure messaging changed over time?
  - What kinds of messages do patients send?

Patient Education

- Do you have any stories about patients using the “To Learn” feature?
- What do you tell patients about using the “To Learn” feature?
- Have patients asked you about these educational materials?
- How has patient use of “To Learn” impacted your experience providing patient education?

Section 4: Impact on Care and Patient Experience

- How does the process of patient care benefit from having MCB available?
- Are there any disadvantages you associate with the use of MCB?
- Has MCB had an impact on patient care? What kind of impact?
- Has having MCB available had an impact on patient satisfaction? What kind of impact?
- Does the use of MCB have an impact on staff or provider morale or satisfaction? What kind of impact?
Section 5: Interactions with Patients Using MCB

- Do patients ask you questions about MCB?
  - What kinds of questions do they ask? [Probe: technical or applied?]
  - Do families ask questions?
- Have patients mentioned any problems they encountered using MCB?
  - If yes, what was your impression of the proportion of complaints versus positive comments?
- How do you feel using MCB impacts working with your patients?
  - Do you see any differences in behaviors between patients who use versus do not use MyChart Bedside? [Probes: patient knowledge about the process of care? Different types of discussions?]

Interview Closure and Follow-up

- Is there anything else you would like to tell us about patients using MCB?