

Care Team Perspectives About an Inpatient Portal: Benefits and Challenges of Patients' Portal Use During Hospitalization

Supplementary Materials

Semi-Structured Interview Guides

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 [*Institutional Name withheld to permit blinded review*]. We have reached out to you as part of a project we are doing to study how the [*Institutional Name withheld to permit blinded review*] can understand how providers interact with the new MyChart Bedside 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
- Section 3: Expectations
- Section 4: Communication

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 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?
- e. Are you okay being recorded?

CARE TEAM MEMBER 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 MyChart Beside?
 - Why?

Section 3: Expectations

- How much do you expect that patients will use the different features that are available in MyChart Bedside?
- How much do you think that patients will benefit from having access to the different features that are available in MyChart Bedside?
- 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?
- Thank you so much for your time and helpful answers!

Care team member interview guide – 6 months post-implementation

BACKGROUND

First, let us THANK YOU for agreeing to participate in our research project. We are (NAMEs) and we are researchers from [*Institutional Name withheld to permit blinded review*]. We have reached out to you as part of a project we are doing to study how [*Institutional Name withheld to permit blinded review*] uses the MyChart Bedside application in Epic.

As part of this study, we are interested in collecting information from provider users about how they see patients using MyChart Bedside and how they might like patients to use MyChart Bedside. 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 MyChart Bedside 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 about MyChart Bedside
- Section 2: Workflow Changes
- Section 3: MyChart Bedside Functions: “Messages” and “To Learn”
- Section 4: Impact on [*Institutional Name withheld to permit blinded review*]
- Section 5: Interactions with Patients Using MyChart Bedside
- Section 6: Other Features of MyChart Bedside

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 us, you may decide to 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?
- e. Are you okay being recorded?

CARE TEAM MEMBER 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 MyChart Bedside?

Section 2: Workflow Changes

- Since your unit began offering MyChart Bedside, have there been any changes required to accommodate its use?
 - Can you describe what has changed?
 - Have these changes made things easier or more difficult?
- How does your unit decide to make changes to accommodate MyChart Bedside?
- How do you show people to use MyChart Bedside when they bring their own devices?
 - Where did you find the information about how to do this?
 - Do they use MyChart Bedside or MyChart or both on their own devices?
- How do you receive data or a report about MyChart Bedside 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: MyChart Bedside Functions: “Message” and “To Learn”

We are especially interested in these two specific features of MyChart Bedside 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 [*Institutional Name withheld to permit blinded review*]

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

Section 5: Interactions with Patients using MyChart Bedside

- Do patients ask you questions about MyChart Bedside?
 - What kinds of questions do they ask?
 - Technical or applied?
- Have patients mentioned any problems they encountered using MyChart Bedside?
 - If yes, what was your impression of the proportion of complaints versus positive comments?
- How do you feel using MyChart Bedside impacts working with your patients?
 - Do you see any differences in behaviors between patients who use versus do not use MyChart Bedside?
 - 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?
 - Older, sicker, more family around, used it more frequently/effectively?

Section 6: Other Features of MyChart Bedside

MyChart Bedside has a number of 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?
 - 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 – that provided clinician bio, photo, role?
 - How can you tell?
 - 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?
 - Patients mentioned access to lab 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 MyChart Bedside?
- Thank you so much for your time and helpful answers!

Care team member interview guide – 12 and 18 months post-implementation

BACKGROUND

First, let us THANK YOU for agreeing to participate in our research project. We are (NAMEs) and we are researchers from [*Institutional Name withheld to permit blinded review*]. We have reached out to you as part of a project we are doing to study how [*Institutional Name withheld to permit blinded review*] uses the MyChart Bedside application in Epic.

As part of this study, we are interested in collecting information from providers about how they see patients using MyChart Bedside and how they use MyChart Bedside. 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 MyChart Bedside 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 about MyChart Bedside
- Section 2: Workflow
- Section 3: MyChart Bedside Functions
- Section 4: Impact on Care and Patient Experience
- Section 5: Interactions with Patients Using MyChart Bedside

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 us, you may decide to 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?
- e. Are you okay being recorded?

CARE TEAM MEMBER 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 MyChart Bedside?
 - If since implementation, what changes were required to accommodate its use?

Section 2: Workflow

- How does your unit offer MyChart Bedside 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 MyChart Bedside?
- How do you show people how to use MyChart Bedside when they bring their own devices?
 - Where did you find the information about how to do this?
 - Do they use MyChart Bedside or MyChart or both on their own devices?
- How do you receive data or a report about MyChart Bedside 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: MyChart Bedside Functions

- What features of MyChart Bedside do your patients seem to use the most?
- What features of MyChart Bedside 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 MyChart Bedside available?
- Are there any disadvantages you associate with the use of MyChart Bedside?
- Has MyChart Bedside had an impact on patient care?
 - What kind of impact?
- Has having MyChart Bedside available had an impact on patient satisfaction?
 - What kind of impact?
- Does the use of MyChart Bedside have an impact on staff or provider morale or satisfaction?
 - What kind of impact?

Section 5: Interactions with Patients Using MyChart Bedside

- Do patients ask you questions about MyChart Bedside?
 - What kinds of questions do they ask?
 - Technical or applied?
 - Do families ask questions?
- Have patients mentioned any problems they encountered using MyChart Bedside?
 - If yes, what was your impression of the proportion of complaints versus positive comments?
- How do you feel using MyChart Bedside impacts working with your patients?
 - Do you see any differences in behaviors between patients who use versus do not use MyChart Bedside?
 - 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?
 - Older, sicker, more family around, used it more frequently/effectively?

INTERVIEW CLOSURE AND FOLLOW-UP

- Is there anything else you would like to tell us about patients using MyChart Bedside?
- Thank you so much for your time and helpful answers!