

## **Improving Implementation of Outpatient Goals of Care Conversations for Patients with Serious Illnesses**

### Patients and Caregivers Qualitative Interview Guide

#### Notes about interviews:

- This interview guide is informed by the Consolidated Framework for Implementation Research (CFIR).
- Anonymity of participants will be maintained in all reports, presentations, and publications.
- Participation in this interview is voluntary, anonymous, and confidential.

#### INTRODUCTION

Hi I'm \_\_\_\_\_ from the \_\_\_\_\_ healthcare system. I am working on a project to understand your healthcare experiences with your primary care team.

I would like to record this interview to focus my attention on you. If that's ok with you, I'll turn on the recorder.

Is that ok? *[IF YES – turn on the recording device].*

Please say your name and the date and that it's ok for me to record.

#### **Patient Needs & Resources**

1. A member of our team contacted you. Do you recall receiving a letter with a logo of half a sun with the word "PREPARE" on it? It also came with a brochure in a thick envelope.
  - a. [IF RESPONDENT DO REMEMBER]
    - i. Did you have a chance to look at the worksheet that we sent to you?
    - ii. Did you fill it out?
    - iii. Did you take the worksheet with you to your doctor or anyone on your care team?
    - iv. What did your doctor do when you presented them with the worksheet?
  - b. [IF RESPONDENT DO NOT REMEMBER] What is the best way for you to receive this information since your care team believes this is important for your care?
  - c. [PIVOT: Acknowledge their frustrations about being asked about ACP multiple times. Reiterate that this is important information that is to be documented in their patient records.]
    - i. [DIFFERENTIATE BETWEEN ADVANCED CARE PLANNING VERSUS GOAL OF CARE CONVERSATIONS].
2. You may have received a phone call in addition to a letter from your care team about PREPARE for your care.
  - a. Can you tell me how well you think the PREPARE website meets the needs of the patients?
  - b. Can you tell me whether the phone call you received helps explain the letter or the PREPARE website?
3. What barriers do you face when you go to the PREPARE website?
  - a. Are the barriers mitigated with phone calls? Does talking to a live person help address these barriers?
4. Can you describe your perceptions of the PREPARE website?

### **Knowledge & Beliefs About the PREPARE Website.**

1. Can you tell me what you know about the PREPARE website?
  - a. Does the letter help explain the PREPARE website?
  - b. Does it help when a team member explains the PREPARE website over the phone?
2. Do you think the PREPARE website is effective in helping patients?
  - a. Why or why not?
3. How do you feel about the PREPARE website?
  - a. Do you have any feelings of anticipation? Stress? Enthusiasm? Why?
  - b. At what step are you on the 5-steps of the PREPARE website?
  - c. How do you think it's going?

### **Self-Efficacy**

1. How confident are you that you will be able to successfully navigate the PREPARE website?
  - a. What gives you that level of confidence (or lack of confidence)?
  - b. Does the phone call(s) from your care team help with your confidence?
2. How confident are you that you will be able to use the PREPARE website in your care?
  - a. What gives you that level of confidence (or lack of confidence)?
  - b. Does the phone call(s) from the healthcare system help with your confidence?

### **Individual Stage of Change**

1. How prepared are you to use the PREPARE website?
2. Can you tell me if the phone call(s) from your care team help with how you with
  - a. [Knowledge stage (Pre-contemplation)] - knowing key aspects of the PREPARE website?
  - b. [Persuasion stage (Contemplation)] - feeling at ease with the PREPARE website? Are you able to discuss it with others or have a positive view of it?
  - c. [Decision stage (Preparation)] - your intention to seek additional information and try the PREPARE website?
  - d. [Implementation stage (Action)] - acquiring additional information, using the PREPARE website regularly, and continuing to use it>
  - e. [Confirmation stage (Maintenance)] - recognizing the benefits of PREPARE and promoting use to others?