

## **CRC Screening Decision Support CTA Interview Guide**

### **I. Introduction**

We are a small research company called Applied Decision Science, and we focus on how people make decisions in fast-paced, high stress environments, such as healthcare. Currently, we're working on a project funded by the Centers for Disease Control and Prevention to explore ways to better support primary care providers in managing their patients' colorectal cancer screening and follow-up. We are particularly interested in learning about the real-world challenges that providers face when trying to implement screening guidelines with their patients. We will be interviewing primary care providers to learn about common challenges as well as system-specific issues.

There will be three parts to this discussion today. First, we'll gather some information about your background. Next, we'll move on articulating the challenges that you face in managing patients' colorectal cancer screening. Then, we'll show you a design concept for our proposed tool that could be incorporated into the electronic health record at this facility.

Do you have any questions?

Before we get started, I wanted to ask if it would be all right if we record this discussion? We only do this because we can't write everything down. The tapes will be treated as confidential and only shared within the research team. If at any point you would like us to turn off the recorder, just let me know.

### **II. Background**

1. What is your educational background?
2. What is your current position?
3. How long have you held this position?
4. How long have you worked at KHN/VAMC/IHS?
  - a. Have you worked with other health care systems?
5. Describe the patient population that you deal most closely with (age, socioeconomic, increased risk for CRC)
6. How comfortable are you with using your facility's electronic health record system? How long have you been using it?
7. Have you used other electronic health records?

### **III. Task Diagram**

8. What are the major steps involved in CRC screening from the physician perspective? (High level, 5-7 steps)
9. In your experience, which of these steps are the most challenging?
10. Which involve coordination with outside facilities (GI clinic, etc)
11. What are the major steps from the patient perspective?

### **IV. Critical Challenges/Existing Methods**

12. Think of the last person you counseled about CRC Screening. Walk me through how you educated the patient, ordered a screening test, and followed up.
  - a. Develop a timeline/task diagram from the time a test is ordered to the next interaction
13. Probe for the following types of incidents:
  - a. Can you think of one who declined screening?
  - b. Agreed to participate for a first-time screening?
  - c. Someone who has a screening history?
  - d. Someone who is at an increased risk or displayed symptoms?
14. What are the tools that you currently have available to help you manage patients' CRC screening? Which to you find most helpful?
  - b. Reminders, educational materials, guidelines?
  - c. CDS/EHR tools?
  - d. Paper tools?
15. What tools would you like to have available, but don't?
16. How does your facility's reminder system operate?
17. Does a patient ever ask you about a screening option that you want to look up more information about? Where do you go to look up relevant recommendations for that screening test?
18. Based on your first-hand experience, why do you think rates for CRC screening are lower than other types of screening, like breast and cervical?
19. What are the barriers you encounter to CRC screening? (too many reminders, not enough time to discuss with patient, no easy way to have conversation and order test at right time?)
20. Can you think of a case of CRC screening/follow-up that was particularly difficult?
  - a. Briefly describe the instance
  - b. What made it so difficult?
  - c. What would have made it less difficult? (Tools, strategies, etc.)

## **V. Reactions to Design Concept (Reserve 30 minutes)**

Show design concept and briefly describe key features—timeline, next steps, dashboard  
Imagine that you're with a patient, and you open this tool to help you manage the patient's CRC screening. You can quickly

- review the patient's history with the timeline,
  - see the recommended next steps, and
  - identify important context for this patient with the dashboard.
21. What are your initial reactions reactions?
- Timeline**
22. What scale would be most useful on the timeline—1 year, 10 years, 20 years, etc.?
  23. How many categories of results are there that you would like to see color-coded in the timeline? (Normal and anything else? Normal, abnormal, cancer?)
  24. Is there information you'd like to see in the hover help/roll over when you roll over a label on the timeline?

25. Do you imagine you would rely on the timeline display or the list in the dashboard to see symptoms?
26. With the goal of keeping it crisp and clear, is there other critical information you would need to see on the timeline to get the big picture?

### **Next steps and Smart Checklist**

27. What items should appear in the smart checklist for Colonscopy?
28. For FOBT?
29. For Flex Sig?

### **Dashboard**

30. What is the most important information for you to have at your fingertips when managing a patient's CRC screening?
31. Is there information here that you don't need when you are talking to a patient about CRC screening?
32. What do you think about including information about medications that could cause rectal bleeding or other signs/symptoms, like aspirin or blood thinners? (Walk them through each item on the dashboard)
33. Is there other CRC-related information would you like to have in the dashboard?
34. For this project, we are focused on developing a highly effective visualization. We are currently discussing whether future efforts might include an ability to document information from this visualization screen. What are you reactions to that idea?

## **VI. Guidelines and Educational materials**

If time remains, show second screen shot

35. Ask for reactions
36. Are average, increased, and high risk the right categories?
37. Do you ever refer to the USPSTF guidelines. Would you if you had it at your fingertips?
38. Would you prefer to have the same information presented in a different format? Less detail?

If time remains, discuss educational materials

39. When you educate patients about CRC screening, what information do you want to make sure they receive? I know you have limited time with each patient, so what are the most important things?
40. We have been collecting a scapbook of CRC educational materials. Topics include:
  - What is colon cancer?
  - What are the risk factors?
  - Ethnic-specific info (i.e., targeted to Native Alaskans)
  - Different types of screening
  - Symptoms
  - Questions to ask your doctor
  - How often routine screening should occur
  - Pictures
  - Importance of screening/Rationale for screening

Which of these do you think are critical? What is missing?

One brochure to give to everyone v. specialized for different cohorts?

## **VI. Closing and Thanks**