Supplementary Appendix 1: Interview Guide

Motivators and Barriers

First, let me demonstrate the mPATH iPad program so you can see how it looks and how we are thinking clinic staff will use it.

Clinic Staff (Nurses, Nursing Assistants, Med Assistants, Front Desk Staff)

1. What are your first impressions of this program?
   Follow-up questions:
   Based on what you've seen in the demonstration, do you think this would be helpful to you in your clinic? Why or why not?
   What would motivate your team to use this iPad app?
   What would discourage your team from using the app?

1. We programmed the app to ask patients the standard clinic check-in questions, hoping that would save nurses some time. Do you think that feature is helpful or not helpful?
   (Probe, if needed) Tell me why you say that.
   Follow-up question:
   What other features could the app do that would make your job easier and make you excited to use it?

2. Patients will independently answer the check-in questions on the iPad, and the program will transmit the answers to the standard nursing check-in note in WakeOne. The nurses will get to see the patient's answers in the WakeOne note before they sign off on the note.
   Tell me your thoughts about that process.
   Follow-up question:
   Tell me your concerns.

Clinic Workflow

I am going to walk you through what we are envisioning to be the typical pattern of patient check in and how staff and patients will hand off and use the iPad.
(Display clinic workflow poster/slide illustration and walk through the flow.)

3. What are your immediate thoughts about this workflow?
   Follow-up questions:
   What do you like about this workflow? And why?
   What don't you like about this workflow? And why?
   Are the front desk staff the best people to hand the iPad to patients? Why or why not?

4. The app includes audio narration and a video about colon cancer screening. If we gave patients disposable earbuds when they are handed the iPad, do you think they could use the app in the waiting room? Why or why not?
   Follow-up questions:
   Do you think audio in the video is important? Or do you think reading closed captions would be enough?
   How could patients use the app without earbuds? Would it disturb other patients?

5. What is the longest time you think patients could use the app before it would interfere with clinic flow?
   Follow-up questions:
   On average, how long do patients wait from check-in until the doctor sees them?

6. How many iPads would a clinic of your size and patient volume need to ensure this process didn't interfere with patient flow?

7. If a patient is 50 or older, the app will determine if they are due for colon cancer screening. If they are due, it will help them get a test ordered. If your clinic decided to use this program, would it be best to offer it to all patients on check-in, or only those who are 50 and older?
   (Probe, if needed) Tell me more.
   For Clinic Manager ONLY
   Could our team email you later to get a list of the intake questions your clinic routinely asks patients?
   For Physicians (MDs, NPs, PAs) ONLY

As you saw, if patients are between 50 and 75, mPATH asks them about their colon cancer screening history and desire to be screened. mPATH will generate a summary of each patients usage so you know what they said. Here are two examples of what the printed summary would look like. (show examples of mPATH app output)

Would you find this printout helpful or not helpful? Why or why not?

What do you think about the length of the printout?

> Follow-up question:
>
> Is it too much information or not enough?
>
> (Prompt if needed): Tell me what you would remove (if too much information)
>
> (Prompt, if needed): If not enough information, what else would you want to know?

Would you rather have this information printed and left for you outside the exam room door, or would you rather have it electronically sent to WakeOne?

> (Probe, if needed): Tell me more about your answer.
>
> Follow-up question:
>
> If sent to WakeOne, where would you want the information to appear in WakeOne? In your In Basket, in a procedure note, somewhere else?

Training and Support (For Everyone)

In a few months, we will be helping some clinics incorporate the mPATH program into their workflow. Now I will tell you about the training and support we are planning to give those clinics so you can tell me what you think about our plans. We will first ask each clinic to identify a person working in the clinic, a "clinic champion," who will help keep the program going and serve as our main contact. If the clinic wants us to add additional check-in questions to the mPATH program, we can do that for them. We will also hold a 45 minute on-site training session with the clinic staff to give them practice using the mPATH program. Afterwards, we will provide the clinics with as needed technical support by phone, email, or in person.

Tell me your thoughts about this training plan.

> Follow-up questions:
>
> What about if it works well?
>
> What could be better?

How do you suggest we find the right person for the "clinic champion" role?

> Follow-up questions:
>
> If your clinic decided to use this program, who at your clinic would be the champion?
>
> What is his/her role here?
>
> Who is the best person at a clinic to contact to find a champion?

What is the best way for the clinic champion to communicate with us if the clinic needs technical support or help?

(Prompt if needed): What is the best means of communication, by phone, email, text, video chat?

Follow-up question:

What is a reasonable time for us to be able to reply or respond back to clinic champions when they have technical or other questions?

III. CLOSING

You have all had a lot of really important things to say, and I appreciate your openness and willingness to share. Would anyone like to share any other comments before we end?