

AHRQ Interview and Focus Group Discussion Guide

Topic: What patients learned about transplant center options

1. What information do you remember learning about different transplant centers?
2. What options were you told about before getting a referral to a center?
3. Have you done any research about centers on your own (e.g., internet, support groups)?
4. [If yes] What did you learn?

Topic: Deciding on a specific center

1. What centers did you consider?
2. [If several] Did you compare any of them? How did you compare them?
3. [If several] What was most important in comparing them?
4. What could be done to help make choosing a transplant center easier?

Topic: New Information and hypothetical decisions

[Questions tailored to participants, e.g. local residents discussed criteria if choosing a non-local program]

Example #1: Imagine if you lived halfway between two cities with transplant centers and needed to decide which one to visit. What information would be important to you to make this decision?

Example #2: Imagine if you were given a list of nearby centers but your doctor did not give a specific recommendation. What information would be important to you to make this decision?

Topic: Feedback on mock-ups of the patient-specific search

[Still images of mock-ups were presented sequentially to demonstrate how a user inputs information and receives search results from the patient-specific search. Questions and discussion points elicited feedback on design elements and layout, comprehension, and acceptability.]

Example #1: Would you consult with your provider to discuss patient factors that the search indicates may impact your options?

Example #2: How does learning that a center has no recent information on performing transplants on patients with your age or medical profile impact your perception of the center?

Example #3: How do you interpret the heading and subheading for the “Before transplant” column?

Example #4: Would you feel comfortable using the patient-specific search on your own? Would you want to use it in the presence of a provider, or consult with them before/afterwards?