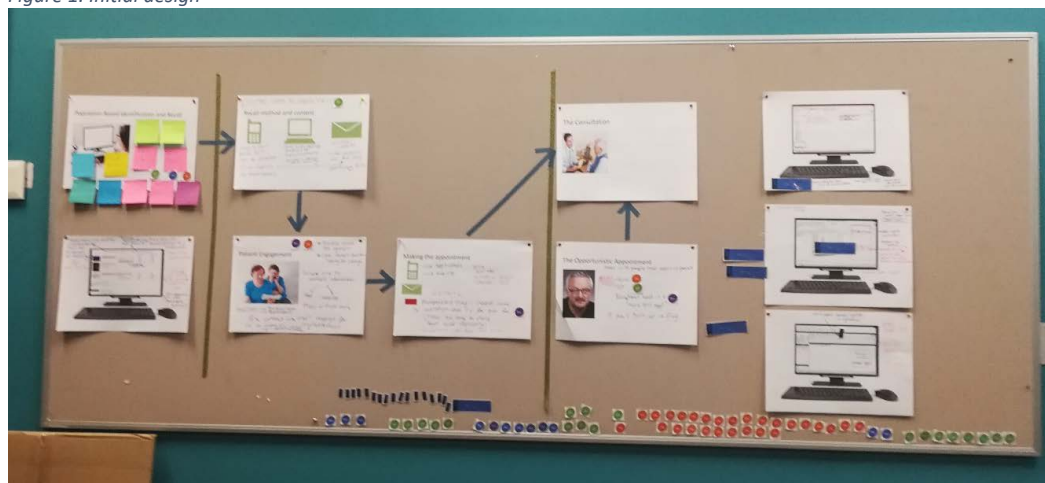


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Appendix A – The Future Health Today (FHT) Platform

Initial design sessions started scribbled on paper and pin boards, and then progressed to a mock-up on screen (see Figure 1 below).

Figure 1. Initial design



From these sessions, the FHT platform was developed. It incorporates a 'dashboard' (see Figure 2) to assist with triage, audit and recall; a 'point of care' to assist with in-consultation opportunistic identification and management; and a benchmarking component to assist practices to evaluate their performance and enable quality improvement activities (under development). It also includes information and resources to support clinical decision making (including relevant clinical practice guidelines) and to assist with patient understanding of chronic disease.

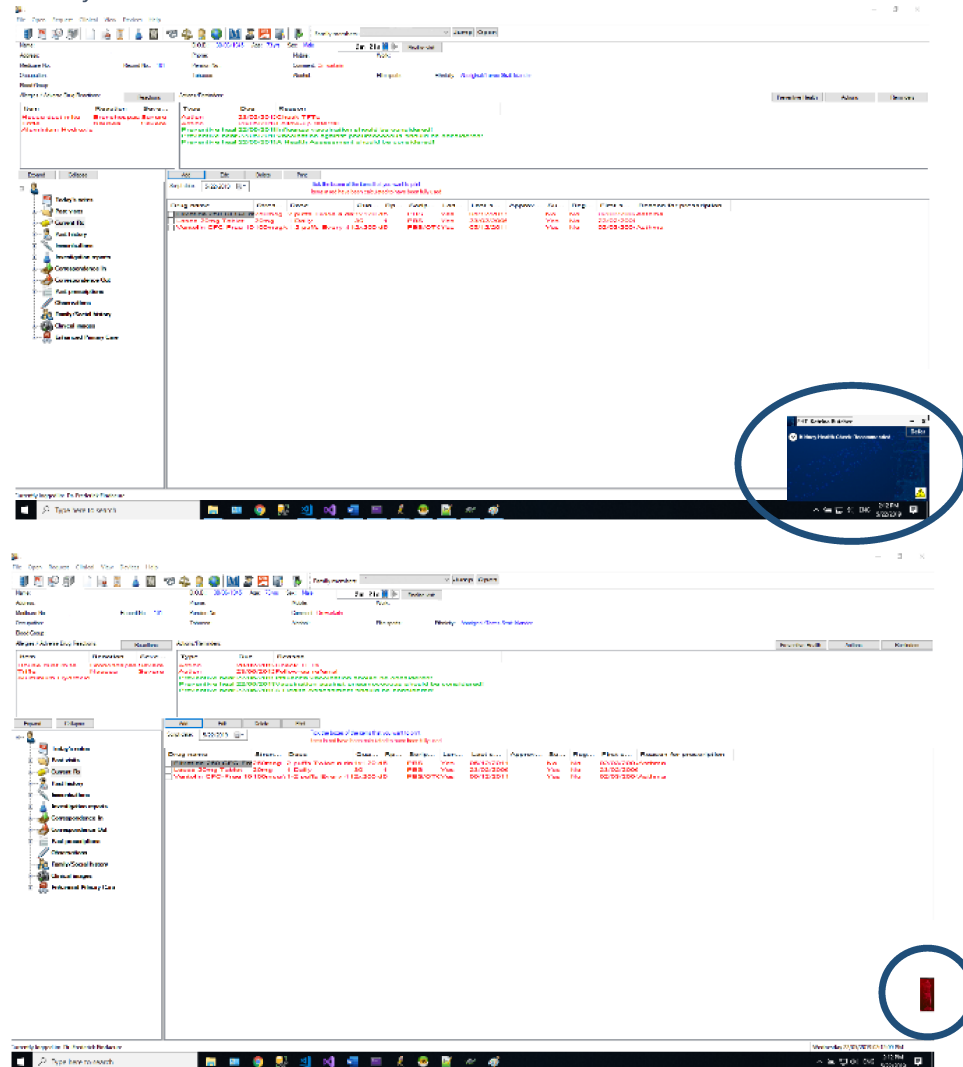
The dashboard enables practices to:

- Identify patients who may benefit from a Kidney Health Check
- Identify patients with possible CKD requiring further investigations
- Generate lists of patients who have pathology results consistent with CKD, but no coded diagnosis
- List patients who may benefit from review of their blood pressure management
- List patients who may benefit from commencement of a statin
- Manage patient recalls, including deferral of patients
- Access guidelines and consumer resources for chronic disease management
- Access quality improvement activity documentation

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The POC tool sits in the bottom right corner of the screen, either as a small box with detailed recommendations or minimised to a traffic light coloured icon (including red for urgent attention, orange for review required and green for no recommendation), hugging the edge of the EMR (see Figure 4). When minimised the POC can be moved to a different location on the screen. It is designed to be as unobtrusive as practicable (following feedback from the co-design sessions), and as such does not flash or actively attempt to alert the user to its presence.

Figure 4. Point of Care



Both components of FHT reside within the practice that they are used, with no data leaving the site. The dashboard can be accessed by any staff at the practice with a link and a login. The POC must be installed on individual machines.

Resources and guidance can be found both on the dashboard and on the POC. This includes links to evidence based clinical management guidelines and peak body information for patients.

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Appendix B - Focus group interview guides

General Practice Co-Design Sessions

Introduction	<p>Thanks for coming to the first co-design focus group.</p> <p>As you know, we are designing a new technology called Future Health today. We are envisaging that this will have three main components – an audit and benchmark component, a patient recall system and a clinical decision support component embedded within the electronic medical record.</p> <p>Before we start, I'd just like to remind everyone that we are video and/or audio recording this session, but that the recordings will be stored securely and only used by the researchers. We will make sure that we remove identifying details as much as we can as well.</p> <p>Does anyone have any questions before we start?</p>
To start off with, I'd like each of you to write two key features you would like to be incorporated in each of these components, and two things that we should <u>not</u> include in the design	<p>Post it notes to be used to write comments and stick on butcher's paper.</p> <p>Facilitator to then summarise and clarify any features.</p>
<p>Next, I would like to show you the current prototype.</p> <p>Facilitator to step through current prototype; use screens and multiple A3/A4 sheets showing each component</p> <p>Focus 1: Key components and workflow</p>	<p>Its design has been informed by previous qualitative work with GPs, practice nurses and practice managers.</p> <p>I would like to hear your thoughts about this prototype, and to get your ideas for improvements to the tool. Please think about clinical workflow and how you might use this tool in practice. We will use your ideas to improve the prototype.</p> <p>We also have some screen shots of the prototype. Feel free to write or draw on these – we will use these to inform further development of the tool.</p> <p>Prompt:</p> <ol style="list-style-type: none"> 1. Audit, benchmarking tool <ul style="list-style-type: none"> • Can you tell me what you think of the information provided by the tool? • Would you like any other information included? • How would you like to do the search? • How could this inform quality improvement in your practice i.e. how would you use this? 2. Patient recall system

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	<ul style="list-style-type: none"> • How would you like to link audit and patient recall? • Does it need to integrate with other systems? How? <ul style="list-style-type: none"> ▪ Pathology, appointments, EMR <p>3. The clinical decision support (CDS) tool is triggered by xxx. How would this work in your practice?</p> <ul style="list-style-type: none"> • Can you think of a different trigger for the tool? • The CDS extracts information on x, y, z patient factors to inform which guideline information is shown. <ul style="list-style-type: none"> ○ Is this too restrictive? ○ Are there other important factors that haven't been incorporated? • Where would you like the tool to deploy on the screen? <ul style="list-style-type: none"> ○ E.g. link to patient information sheet, additional prescribing information, Health pathways link • Can you tell me if there is any important information that is not covered in CDS? • Is there any information that we have presented that you don't think is important to include?
Focus 2: Design and navigation	<p>Prompt:</p> <ul style="list-style-type: none"> • Can you tell me what you think about the appearance of Future Health Today? <ul style="list-style-type: none"> ○ Audit ○ Recall ○ CDS • Is there anything about the appearance that would make you less likely to use the tool? More likely? • Can you tell me how the appearance of the tool might impact on your patients? Would you show them the tool? Why/why not?
Any other comments?	

Note – prototypes will be developed as part of this project.

It is expected that most of the information covered by the prompts will be covered as the general practice staff provide their feedback. It is not anticipated that all of the questions (which are used as prompts) will be asked but are provided as examples.

A second set of prototypes will be developed in response to the feedback from the general practice, consumer and specialist physician groups and presented using a similar structure to above. An electronic prototype, if available, may also be utilised in the second round of focus groups.

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Patient Co-Design Session

Introduction	<p>Thanks for coming to the first co-design focus group.</p> <p>As you know, we are designing a new technology called Future Health today. We are envisaging that this will have three main components – an audit and benchmark component, a patient recall system and a clinical decision support component embedded within the electronic medical record.</p> <p>As a person attending general practice, you might receive a recall to attend the practice or your GP might use a CDS tool with you whilst you are at an appointment, so we are going to focus on those two components.</p> <p>Before we start, I'd just like to remind everyone that we are video and/or audio recording this session, but that the recordings will be stored securely and only used by the researchers. We will make sure that we remove identifying details as much as we can as well</p> <p>Does anyone have any questions before we start?</p>
To start off with, I'd like you to think about whether you have ever been recalled to a general practice for example, for a health check or to receive results. This might have been by phone, sms, letter, or e-mail. I'd like each of you to write two key features that would be included in the best recall system you could imagine, and two things that we should <u>not</u> include in the design	<p>Post it notes to be used to write comments and stick on butcher's paper.</p> <p>Facilitator to then summarise and clarify any features.</p>

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<p>Next, I would like to show you the current prototype.</p> <p>Facilitator to step through current prototype; use screens and multiple A3/A4 sheets showing each component</p> <p>Focus 1: Key components</p>	<p>Its design has been informed by previous qualitative work with GPs, practice nurses and practice managers but we need your input.</p> <p>I would like to hear your thoughts about this prototype, and to get your ideas for improvements to the tool. Please think about how this tool might help you be contacted by your general practice as well as how you might like to use this tool together with your practice nurse or GP when you visit a general practice. We will use your ideas to improve the prototype.</p> <p>We also have some screen shots of the prototype. Feel free to write or draw on these – we will use these to inform further development of the tool.</p> <p>Prompt:</p> <ol style="list-style-type: none"> 1. Patient recall system <ol style="list-style-type: none"> a. How would you like to receive information? b. How much information should it contain? c. How would you like it delivered? d. Is there anything we need to be aware of? E.g. privacy e. Does it need to integrate with other systems? How? <ol style="list-style-type: none"> i. Electronic calendars, My Health Record, pathology companies 2. The clinical decision support (CDS) tool is triggered by xxx. <ul style="list-style-type: none"> • The CDS extracts information on x, y, z patient factors to inform which guideline information is shown. • Is this too restrictive? • Are there other important factors that haven't been incorporated? • What information would you like the tool to deploy on the screen? • Would you want to see this information or just the GP? <ul style="list-style-type: none"> ▪ E.g. link to patient information sheet, additional prescribing information, Healthpathways link ▪ How would you like to receive this information? Web portal, e-mail, print out • Can you tell me if there is any important information that is not covered in CDS? • Is there any information that we have presented that you don't think is important to include?
<p>Focus 2: Design and navigation</p>	<p>Prompt:</p> <ul style="list-style-type: none"> • Can you tell me what you think about the appearance of Future Health Today? <ul style="list-style-type: none"> ○ Recall

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	<ul style="list-style-type: none">○ CDS• Is there anything about the appearance that would make you less likely to use the tool? More likely?• Can you tell me how the appearance of the tool might impact on whether you want to see it/use it with your GP?
Any other comments?	

Note – prototypes will be developed as part of this project.

It is expected that most of the information covered by the prompts will be covered as the general practice staff provide their feedback. It is not anticipated that all of the questions (which are used as prompts) will be asked but are provided as examples.

A second set of prototypes will be developed in response to the feedback from the general practice and consumer groups and presented using a similar structure to above. An electronic prototype, if available, may also be utilised in the second round of focus groups.