

Key Informant Semi-Structured Interview Guide

Introduction	We are part of an R21-funded research team called DESA, or Digital Equity for Stroke Approach, and where investigating ways to reduce stroke recurrence among African-American and Afro-Caribbean populations served by Downstate. We have a pilot clinical trial going using a mobile device to monitor blood pressure remotely as part of their overall stroke follow-up care. The goal of our meeting today is to gain perspectives, from providers like you, about the existing infrastructure of telehealth and the implementation of digital technologies in health systems that serve marginalized populations in central Brooklyn. With the hope of creating a digital equity plan that can better meet the needs of our patients. To begin we would like to ask some demographic questions. Can you take this brief survey? (provide link)
General Use of Technology	Please tell me about your experience using technology as a healthcare provider. • Probe (type): Ask the key informant to specify the type of technology (e.g., telehealth platforms, patient portals, mobile/digital technologies.) • Probe (frequency): Ask the key informant to specify the frequency of use • Probe (change): Ask the key informant to specify any changes since COVID-19 (e.g., continued use?) • Probe (self-efficacy): How would you describe your comfort with the use of telehealth (digital health) in your practice? (Enthusiast/innovator, early adopter, early majority, late majority, laggard/technophobe)
Determinants Of Telehealth (Digital Health) Adoption	1. Have you found any benefits with using telehealth (digital health) to deliver care to your patients? • Probe: How has telehealth (digital health) enhanced care in the patient population you serve? • Probe: In what ways has telehealth (digital health) made your job easier? More challenging? 2. Have you experienced any (or what other) challenges in using telehealth (digital health) to deliver care to your patients? • Probe (technical issues): User-friendliness? Reliability (connectivity)? Efficiency (time)? Integration into clinic workflow? Availability of support on your end or the patient's end? • Probe (institutional): Implementation of resources; availability of staffing and training; support from management, effective communication from leadership • Probe (motivation): What would incentivize providers like you to use telehealth (digital health) more in providing care? (e.g., type of encounter, clinic workflow, pre-approved visit type, culture shift in valuing in-person and telehealth equally) 3. Have you noticed a preference in your patient population regarding telehealth visit type (video vs audio-only)? • Probe (population characteristics): What do you suppose are some characteristics of the patient population that may explain this preference (access and connectivity, privacy concerns, digital literacy/self-efficacy)? • Probe (digital divide): What can be done to ensure that the needs of the population are met, and the digital divide does not increase as technology continues to advance? • Probe (motivation): What would incentivize patients to use telehealth (digital health) more in their care?
Wrap up & Snowball recommendations	Thank the key informant for their time. • Do you have any additional information, insights, or perspectives that you believe are crucial for us to consider to promote telehealth (digital health) use among African-American and Afro-Caribbean populations living in Central Brooklyn? • Based on your expertise and experience, could you recommend any others who can provide valuable insights that you think we should speak with?