

## Appendix I.

### Baseline Patient Interview Topic Guide

I'd like to talk with you about your experiences receiving mental health services at \_\_\_\_\_ . How long have you been receiving services at \_\_\_\_\_ ?

Tell me a little bit about your experiences at \_\_\_\_\_ .

Who do you see at the clinic? (Doc? Case manager?)

- What do each of those people do with you?

Now I'd like to ask you some questions about your experiences with the doctor or nurse who prescribes psychiatric medication. I'm going to refer to that person as your prescriber from now on.

Before you meet with your prescriber, do you do anything to prepare?

- What happens in the office immediately before you meet with your prescriber
- Do you fill out forms about your health before you meet with your prescriber?  
[probe for specifics re: symptom assessments, knowledge of Commonground concepts]

Now I'd like to ask you a bit more about your interactions with your prescriber. To reiterate, we're interested in learning more about your interactions with the doctor or nurse who prescribes psychiatric medication.

- How long have you been seeing your prescriber?
- How long do you typically spend with your prescriber?

- About how often do you see your prescriber?
- What happens during a typical visit?
- What types of things do you discuss?
- How much do you typically speak during an appointment with your prescriber? (A lot? A little?)

How would you describe your relationship with your prescriber?

- What's satisfying? What isn't satisfying?
- Do you feel listened to?
- Do you discuss changes to your medication?
- Do you feel able to openly speak about your concerns? Your goals for treatment?
- Can you give me an example of a time when you asked your prescriber a question?
- Have you ever experienced unpleasant side effects from a medication? What did you do?
- Have you ever asked your prescriber to stop or change a medication? What happened?
- Does your prescriber speak to you about your overall health and wellness?

- In your interactions with your prescriber, has anything ever made you upset, uncomfortable or confused?
- Does your prescriber know about your life? (School/work/family) Do you feel they support you in these areas?

How does your relationship with this prescriber compare to other mental health treatment experience you've had?

If you could change something about the care you receive at \_\_\_\_\_, what would you change?

How has your life been affected by being in services at \_\_\_\_\_?

Do you feel like enough is being done about your psychiatric health?

Is there anything else you'd like me to know about the care you receive?

## Appendix II.

### Baseline Provider Interview Topic Guide

I'd like to have you start by telling me a bit about your work.

How long have you worked at \_\_\_\_\_? How long have you been a mental health provider?

How would you describe the goal(s) of your clinical care? When you are providing clinical care, what do you see yourself trying to get done? [What are you trying to accomplish in your clinical care?]

- So you said that \_\_\_\_\_ is your aim in providing clinical care. How often does that happen? What helps to facilitate that? What gets in the way?

What do you think the ingredients are that allow some experiences with patients to go really well?

What stands in the way when it doesn't go well?

What is a typical medication management visit like?

- What happens during a typical visit?
- What types of things do you discuss?
- How long do you typically spend with your patients?
- About how often do you typically see your patients?

If it were possible to redesign how the work gets done here, what kind of changes do you think would allow you to have more successful experiences in your work?

- Would a different team structure help?
- Would additional staff or staff with different skills be helpful?
- What are your information needs? What information would you like to have right when you start a visit with a patient?
- Is there a way that you could get your needs for knowledge met more effectively and efficiently?
- How could patients get information about their conditions so that they could more meaningfully participate in care?
- Some researchers are working to develop computer-based programs that collect patient information in the waiting room prior to the clinical visit. What do you think of that?

The healthcare literature contains more and more about the positive impact of shared decision making on clinical outcomes. Are you familiar with the concept of shared decision making?

*(If yes)* How do you understand shared decision making, as a model for clinical practice?

*(If no)* The idea in shared decision making is that every clinical encounter has two experts: the physician and the patient. The physician brings a scientific understanding of the illness and potential treatments and the patient brings an understanding of his or her values, goals, and preferences. These two experts put their heads together to come up with a mutually agreeable plan that tries to fit science and preference together. What do you think about this as it applies to your work here?

- Does this idea of shared decision making make any sense in the care you provide here? Why/why not?
- What are the main practical problems in offering more shared decision-making?
- How do you know what your patients want?

- How do your patients get enough information to meaningfully participate in discussing treatment options?