MS-Squared Focus Group Questions and Probes: V1.4

1. **What health information and communications technologies do you use? (5 min)**
   a. **What kind of electronic health records do you use?**
   b. **What mobile devices do you use to help care for your patients?**
   c. **What other, non-EHR systems do you use?** (e.g., web-based immunization registries, narcotics use registries, etc.)

2. **What features of health information and communications technologies are the most helpful to you in providing patient care? (15 min)**
   a. **What aspects of health information and communications technologies improve the care you provide?**
   b. **What do you feel would best improve your ability to provide efficient patient care using health information and computer technologies?**

3. **What features of health information and communications technologies are the most stressful to you in providing patient care (EHRs and other systems)? (25-30 min)**
   a. **How have health information and communications technologies affected time pressure in your clinic?**
   b. **How have health information and communications technologies affected your worklife balance and control over your workload?**
   c. **What challenges have health information and communications technologies created?**
   d. **How do health information and communications technologies impact communication with your care team and other providers?**
   e. **Has using these technologies caused physical issues for you?** (e.g., eye and back strain etc.)?
   f. **How have health information and communications technologies as a whole affected your career and job satisfaction as a physician?**

4. **What coping strategies have you developed to deal with the stress caused by health information and communications technologies? (15 m)**
   a. **What have you done to improve or maximize your satisfaction or acceptance of health information and communications technologies** (e.g., training, help lines etc.)
   b. **What features should be in the “ultimate” electronic health record of the future?**

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