

Appendix 2: Interview guide

Semi-structured interview guide topics in both cycles

Concept	Detail and Sample Questions	Cycle 1	
Patient activation	<p>Definitions, background, and organizational context</p> <p>Questions included</p> <p>How would you define PAE? What do the words PAE mean to you?</p> <p>How important do you think PAE is to what you are trying to achieve at your organization?</p>	✓	
Patient care	<p>Specific patient engagement activities</p> <p>Questions included</p> <p>What efforts does your organization make to encourage their participation in their care?</p> <p>Can you tell me about some recent PAE initiatives for patients with diabetes or cardiovascular disease that your organization has tried?</p>	✓	
	<p>Goal-setting activities</p> <p>Questions included</p> <p>Do you have programs or strategies in place to help patients set and reach goals for their own health and health care?</p>	✓	✓
	<p>Tools (forms, action planning, goal setting, SDM)</p> <p>Questions included</p> <p>Do you use any specific materials or tools (forms, action planning, goal setting, SDM, etc.)?</p>		✓
	<p>Use of Patient Activation Measure</p> <p>Questions include:</p> <p>Do you use the Patient Activation Measure (PAM) to assess patients? If so, how often and how are the results used?</p>	✓	✓

	Motivational interviewing (training or orientation)	✓	✓
	Questions included		
	Do you routinely assess and capture what patients most care about their disease or in their life as a whole (what they worry or stress about or what they are passionate/motivated about or find meaningful or pleasurable)?		
Programs and training	Training in patient activation training activities	✓	✓
	Questions include:		
	Are you aware of any training activities for physicians and other clinical staff that focus on PAE at your organization?		
Organizational characteristics and teams	Team structure; access and continuity of care	✓	✓
	Questions included		
	How many teams are there?		
	How consistent are practices across the teams?		
	What is the composition of a team?		
Use of feedback reports	Usefulness of feedback reports from research team	✓	✓
	Questions included		
	What aspect of the feedback reports was most useful?		