Multimedia Appendix 4. Data Collection Guides

Focus Group

Beginning information

- This session will be approximately 1 hour in duration.
- The focus groups will be audio-recorded and transcribed in full. Because I can’t remember everything you say. (Anything not happy with or would like not to be shared - I can remove from the transcript.)
- You are invited to take part in this research because you have heart disease.
- This research project is about developing a digital program that can:
  - Help people recover from heart disease and
  - Better manage changes to their lifestyle.
- Typically when you have a heart condition or have had a cardiac event you’re asked to do things like take your medication, exercise and eat better.
- But because of some circumstances, some people are unable to access the support of a cardiac rehabilitation program or doctor.
- We want to develop a web-based or digital program/platform that supports people to manage their condition. This may reduce inequalities in access to support programs for heart disease that use a face-to-face approach.
- The digital health platform will bring together various tools into a common portal for people to self-manage their heart disease condition. Patients will be able to choose from the technology and type of support that suits them to best manage their heart disease.
- We are seeking your perspective and opinion on what you would like to see included in the digital platform and what would make it useful.
AIM

The aims of the discussions are to determine what features you would like in a chronic disease digital platform to enhance the management of your heart disease through behaviour change and therefore improved health outcomes.

Questions

- **Current management**
  - What are you currently using to manage your condition?
  - What type of technology have you seen/used before? Or tried?
  - Why did you use it/not use it? (portal, apps, telehealth session with doctors)

- **Type of information**
  - What type of information would you like to access via a digital platform (laptop, tablet, smartphone) regarding your condition and management of your condition?
  - Would you like to see information/articles from key professionals (doctors, dietitians, physiotherapists) that are relevant to you – for example, blogs and summaries/translational current scientific evidence?

- **Delivery of information**
  - Would you like information pushed to you? (If yes, how often?)
  - Would you like to seek out information to access it?
  - Or a combination of both?

- **Messaging and prompts**
  - Would you like to receive messaging and prompts to motivate you to engage in management of your condition? Prompts could include a reminder to take your medication, or to engage in the recommended amount of physical activity, or to ensure your dietary intake is balanced
  - Would you like the messages and reminders to be linked to your medical appointments with health care providers and sync with your calendar?

- **Delivery method of education**
  - How would you like the information on the digital platform to be delivered? Animation, interactive, videos?
  - Would you like to set missions/challenges?

- **Medical information and access**
  - Would you like your test results (i.e. pathology) to be integrated in this platform and advise you of action to take?
o Would you like summaries of your past visits and visit outcomes?
o Would you like to have the ability to update your details (i.e. demographic information)?

- **Connection to health professional**
  o Would you like an option to easily and securely message and connect with health professionals for support and further information? You could ask them non-urgent questions about care or symptoms using a web messaging system (physio, doctor, nurse, and pharmacist?)
  o Would you like to take to a health professional – how? - Does it need to be a person or would it be ok if it was automated (avatar)? How frequent, who with?
  o Would you like to have the ability to make an appointment with your health professional and obtain managed care referrals/request medication renewals?
  o Would you like to connect with others in a ‘community’ with the capability to discuss your progress? Would you like to be able to set mini challenges (i.e. step challenge) and compare against others using the platform?

- **Barriers**
  o What do you think are the barrier to using a platform like this?
  o Obstacles – internet, phone, etc.

**Some features that focus on behavior change**

- 6 months program of messaging – behavior change messaging (sms that deliver heart health, physical activity, diet (salt etc.), medications, alcohol reduction, stress management).

- Smart phone app – a heart monito where an exercise scientist will monitor the heart in real time.

- App on phone on how to exercise – view exercise photos and text/videos

- Avatar – digital person they can ask questions (multiple languages)

- Australian centric database – links to existing resources (Cardiac clinics near them, city council recreation and support groups)

- Could interface with Medteck 32 – bloods etc., patient management.
Interview – Clinician / Health Professional

Introduction

Hi my name is [insert researcher’s name] and we are seeking your perspective and opinion of a digital health platform, and what the likely adoption of such an approach would be for patients with chronic conditions such as cardiovascular disease. This interview will take around 30 minutes. There are four questions, however, there is time for you to elaborate and add anything additional you feel would be valuable. I am going to record the interview, so I can listen to our conversation later on and make more notes. You can pass on any questions or topics that you don’t want to answer. Everything we talk about is private and all information will remain confidential.

Questions

1. What is your experience with using technology or digital platforms for chronic disease management (in particularly, CVD)?
2. What is the best way for you to support the self-management of your patients? How could this be enhanced using a digital platform?
3. What features/functions do you believe would be most valuable to include in a digital platform to help people better manage their CVD?
4. What are your thoughts about patients accessing self-management programs though a digital platform or portal?
   a. Would you want to access the portal and how would this happen?
5. What obstacles might exist for vulnerable groups (i.e low SES) in accessing a digital platform?
Example User Panel Guide

User-Panel 1

Attendees:

Time, Date:

<table>
<thead>
<tr>
<th>Participant Consent Forms &amp; Introduction</th>
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<tbody>
<tr>
<td>Start Audio Recording Device</td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td>20mins</td>
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</tbody>
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Symbols & Icons

Take a look at the following symbols and icons.
- Are there any symbols or icons that you recognise? What do these images mean to you?
- Are there any that you don’t recognise? What do you think these might symbolise?
- When do you think these images might be used to guide you through a digital platform?

<table>
<thead>
<tr>
<th>eHLQ (ehealth literacy questionnaire)</th>
<th>Morae, 10mins</th>
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<tbody>
<tr>
<td>Activity 2</td>
<td>Morae, 20mins</td>
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Become the Researcher

Type three words into the search bar that might help you to find useful information for managing your chronic disease. Example: information, self-management, cardiovascular disease.

OR

Access any websites/online programs that you are familiar with or regularly use.

Consider these three things while you evaluate your findings:
- Colour/Imagery
- Interactivity
- Value of the content/information provided

Site examples (as back up)
https://www.heartonline.org.au/patient-information#cardiac-rehabilitation

Activity 3

Become the Designer

Using the creative tools provided and the information you have collected from the other activities, join us as a co-designer and create the following:
- Homepage
- Dashboard

Let’s take a look at some design considerations the design team have prepared and discuss

Stop Audio Recording Device and Save File