

“We want to talk to you about medication adherence and how CareSpeak may or may not be helping you keep track of your medications and when you’re supposed to take them. We offered this service to improve your health and wellbeing by helping you with managing your medications. Now, we would like to talk to you about how CareSpeak worked, what you found helpful/difficult, whether you will continue using CareSpeak, and other ways that we might be able to improve CareSpeak or support your medication adherence. Please remember that what is said here is confidential and should not leave this room. This should be a casual conversation, and I encourage everyone to speak freely, respect other people’s contributions, and make sure everyone has a chance to speak.”

Each focus group begins with a brief general discussion about the challenges of adhering to complex medication schedules. With this context established, the discussion is guided using the following questions.

“I want to ask you about...

... your first training where you programmed CareSpeak with your prescriptions:

- What drew you to this in first place (what were the needs, the hopes, the problems to solve or prevent, the fears)
- Were you able to list all of your prescriptions?
- Could you have put in information about prescriptions on your own?
- Would you be able to change your prescriptions in CareSpeak if needed?
- Were you concerned about your privacy during this meeting?
- How could we have done things differently?
- What was the most helpful part of this meeting?

... learning to use CareSpeak:

- Would you say using CareSpeak was easy for you or difficult and why?
- Did you find the follow up calls helpful?
- Could you have taught yourself how to use CareSpeak?
- What would have been helpful to support you in learning how to use CareSpeak?
- How can CareSpeak program be improved?

...learning to use a cell phone:

- How comfortable were you with using a cell phone to begin with?
- Would using a different cell phone made a difference?
- Was low or no phone signal on your cell ever an issue?
- How important is the phone form factor?

... using CareSpeak:

- Do you feel confident using CareSpeak?
- Do you feel like CareSpeak has helped you manage your medications? Why/why not?
- Do you have any examples of how your health/wellbeing have improved because you are benefitting from CareSpeak?
- Did you ever try to update your medication reminders yourself? If so, how did you do it?
- Were you consistent in using CareSpeak? Why/why not?
- Will you continue to use CareSpeak?
- At what percentage do you think that you were complying to CareSpeak?
- If you dropped out of the program, why did you decide to no longer participate? What benefits do you see for others?

... improving medication management:

- How significant are your med management challenges?
- Are there better/other ways for us to help you manage your medications?
- Are there ways we can address your concerns about privacy?
- How much is cost a factor going forward?

Thank you for your participation! Please respect other participants by keeping what was shared here confidential. Your comments help us understand how we can support you in being as happy and healthy as possible. If you have any questions or think of something important that wasn’t discussed here, please contact me.