eAppendix Material: Interview Guide

1. Please share your organizational goals vis-à-vis specialty care access.
   a. What problem(s) do you hope an eConsult system could address?
   b. Is eConsult aligned with institutional priorities/goals? If so, how?
   c. Are there conflicts between eConsult and other organizational strategic priorities? If so, what are they? Do you think there are additional benefits of eConsult beyond access?

2. Executive leadership and stakeholder engagement play a vital role in the planning and implementation of any new program. Please identify the executive leaders and key stakeholders in your health system and partner organizations related to eConsult.
   a. What are their expected roles and responsibilities vis-à-vis eConsult planning/development?
   b. Are they playing an active role in the planning process? If so, in what ways?
   c. If planning is currently taking place, please describe the communication strategy among stakeholders, executive leadership and the core eConsult team? Has it been successful?
   d. If possible, please describe the core eConsult team and each team member’s responsibilities.

3. Clinical champions are early adopter primary care providers and specialists who are integrally involved in the eConsult implementation process. Have you identified the clinical champions in your health system? If yes…
   a. How many clinical champions did you have in your health system?
   b. What are their roles/responsibilities?
   c. Why did they choose to get involved? What was their motivation?
   d. How were they most helpful in eConsult planning and/or implementation?
   e. Where/how could they have been more helpful?

4. Developing a payment model is key to sustaining an eConsult program.
a. Please describe various payment models that could sustain your eConsult system. How do those models differ from existing consultation reimbursement practices?
b. Who are the key stakeholders related to eConsult reimbursement?
c. Please describe the current state of dialogue between the eConsult team and those stakeholders.

5. Have you thought about a technology platform for the eConsult program?
   a. If so, what are your considerations in choosing a technology platform for the eConsult program?
      o Is the eConsult program integrated within an electronic health record?
   b. If you have not chosen a platform, how would you go about selecting one?
      o What attributes/qualities did you look for?

6. How did you choose to pilot your eConsult program? Which specific specialties were chosen? Why was that approach taken?
   a. Please identify facilitators to spreading eConsult throughout your health system.
   b. Please identify barriers to spreading eConsult throughout your health system.
   c. Were internal metrics proposed to evaluate the success of the eConsult pilot?