

## Appendix 2 (as supplied by the authors): Patient Qualitative Interview Guide

### Patients Cognitive Interview Guide

This interview will be about your experience completing the Health Equity Survey, the survey that you just completed. To get started, I will ask you to answer a one page Post Survey Questionnaire, so that we can get a general idea of your experience with the Health Equity survey. In the questionnaire you will be asked about each of the questions in the Health Equity Survey and whether you found it difficult and/or uncomfortable to answer. Even if it made you feel just a little bit uncomfortable or you found it just a little bit difficult, please indicate so by checking off the appropriate boxes. If you didn't think a question was difficult or made you feel uncomfortable at all, you do not need to check anything off. Please ask me any questions you may have while completing it.

After that, we will talk about your experience with each one of the questions included in the Health Equity Survey. The questionnaire and interview should take around 25 minutes to complete. The interview will be audio-recorded. When you have completed the questionnaire, I will start the audio recorder.

*[Give questionnaire to participant]*

[Start audio recorder and say participant ID and date] During the interview, please try to not mention anyone by name. If it does occur, we will remove their name when we transcribe this interview from the recording. You can skip any question you wish and may also stop the interview at any time.

We are most interested in how you decided to answer questions and any problems you may have had. Therefore, any details on the way you understood a question or the logic you used to answer the question are important, even if it seems irrelevant or unimportant. I didn't write the Health Equity Survey questions so don't worry about hurting my feelings if you criticize them – my job is to find out how they can be improved.

1. Did you complete the Health Equity Survey on behalf of yourself or someone you accompanied to the appointment today? [interviewer, establish if the person completed the survey for themselves or someone they were with, such as a minor or an elderly person]
2. [if participant completed HES on behalf of someone they accompanied to the appointment] how old are they?

- Establish whether the participant completed HES on behalf of themselves or someone else
- Collect age if the participant completed HES on behalf of someone else

Let's start by talking about the reason for this survey. In your words, why do you think this information is being collected in the family practice?

1. Why do you say that?
  2. Did any staff mention anything to you about the reason for this survey?
- Purpose of collecting information
  - Staff informing patients of purpose of collecting information

Now we will start talking about the individual survey questions starting with question 1: What language would you feel *most comfortable* speaking in with your healthcare provider?

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
  2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
  3. How did you understand the 'most comfortable' part? How would you describe this term in your own words? Can you tell me more about that?
  4. Is English the language you feel most comfortable speaking in with your healthcare provider?
    - a. [if no] did you choose English for this question?
      - i. [if yes] why did you choose English as the language you are most comfortable speaking with your healthcare provider?
  5. Any other comments about your experience answering this question that you would like to add?
- How 'most comfortable' is understood*
  - If English was chosen despite it not being first language*
  - (if applicable) Understand why the question was difficult*
  - (if applicable) Understand why they felt uncomfortable answering the question*

For the question: In what language would you prefer to read healthcare information?

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
  2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
  3. This is the second question regarding language that you were asked. Did you answer with different languages for each one?
- (if applicable) Understand why the question was difficult*
  - (if applicable) Understand why they felt uncomfortable answering the question*

**[Only ask if question was marked in post-survey]** For the questions: Were you born in Canada? If no, in what year did you arrive in Canada?

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
  2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
  3. Any other comments about your experience answering this question that you would like to add?
- (if applicable) Understand why the question was difficult*

- (if applicable) Understand why they felt uncomfortable answering the question

For the question: Which of the following best describes your *racial or ethnic group*?

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
  2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
  3. When you were asked about your 'racial or ethnic group', what did that mean to you?
  4. When answering this question, did you consider choosing any other answer different from the one you selected?
    - a. If yes: What other option did you consider? What made you select this option?
  5. Any other comments about your experience answering this question that you would like to add?
- Definition of 'racial or ethnic group'
  - Understanding and certainty between options
  - (if applicable) Understand why the question was difficult
  - (if applicable) Understand why they felt uncomfortable answering the question

For the question: Do you have any of the following?

Response options: Chronic illness, developmental disability, learning disability, mental illness, physical disability, sensory disability (i.e. hearing or vision loss), drug and alcohol dependence

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
  2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
  3. Were there any options that you read in the questions, that you were unsure of? Or you questioned your own understanding of them, whether they applied to you or not? [show cue card of options from Health Equity Survey]
  4. Are there any conditions that you have that you were unsure would fit into any of the options or weren't sure if one of the options applied to you? You don't need to go into specifics – just whatever you are most comfortable with. We're just trying to figure out if the options are inclusive and clear for this question.
    - a. If YES: What were the options/categories you were unsure of?
  5. Any other comments about your experience answering this question that you would like to add?
- Understanding and certainty between options
  - Understanding of what options meant
  - (if applicable) Understand why the question was difficult

- (if applicable) Understand why they felt uncomfortable answering the question

Now I'm going to ask you about the questions about gender and sexual orientation. For gender the question was: What is your gender? And the response options were: Female, Male, Trans - Female to male, Trans - Male to Female, Intersex, Two-spirited, Prefer not to answer, Don't know and other. Then it was asked, what is your sexual orientation? With the response options of: Heterosexual ("straight"), Gay, Lesbian, Bisexual, Two-Spirit, Queer, Prefer not to answer, Don't know and other.

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
  2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
  3. The gender and sexual orientation questions included more response options than is customary in general health related surveys. Were the options:
    - a. Did that catch your attention in any way? What makes you say that?
    - b. Was it confusing to you? What makes you say that?
    - c. Did you understand all of the options?
      - i. [If no] which options were you unsure of?
  4. Any other comments about your experience answering this question that you would like to add?
- Understanding and knowledge of the different response options
  - If they learned anything new
  - (if applicable) Understand why the question was difficult
  - (if applicable) Understand why they felt uncomfortable answering the question

What was your total family income before taxes last year?

How many people does this income support?

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
3. What does 'family income' mean to you? How would you describe this term in your own words?
4. We've found that people have interpreted this very differently so we want to clarify it. How did you calculate your family income? How did you get to the amount?
  - a. Is this before taxes or after?
  - b. Did you include benefits? (E.g. child care benefits)
  - c. How many people's incomes are you including? How are they related to you? Do they live at home with you?

5. Who do you include in your definition of family for this question? Was there anyone that you were not sure should be included or excluded as part of your family income?
  - a. Did you include people:
    - i. Living with you
    - ii. You support overseas
    - iii. Dependents
    - iv. Nuclear vs. extended family
6. Did you include yourself when stating the number of people the income supports?
  - a. Who did you include in your answer?
  - b. Was there anyone that you were not sure should be included or excluded as being supported by your family income?
  - c. How did you interpret the word 'support'?
7. Did you interpret these two questions as being separate or related?
8. Any other comments about your experience answering this question that you would like to add?
  - How 'family income' is understood*
  - Incomes, benefits and monies included in 'family income'*
  - People included in 'family income'*
  - Interpretation of income questions*
  - (if applicable) Understand why the question was difficult*
  - (if applicable) Understand why they felt uncomfortable answering the question*

What is your religious or spiritual affiliation?

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
3. What are your thoughts about being asked a question about your religious or spiritual affiliation at St. Michael's Hospital?
  - if applicable) Understand why the question was difficult*
  - (if applicable) Understand why they felt uncomfortable answering the question*
  - Thoughts on being asked a question about religion/spiritual affiliation at a Catholic hospital*

What type of housing do you live in?

Response options: Own home, Renting home, Boarding Home, Correctional facility, Homeless/on street, Group home, Shelter/hostel, Supportive housing

1. [ask only if indicated as 'difficult' on questionnaire] You mentioned you had difficulty answering this question, can you tell me more about that?
2. [ask only if indicated as feeling uncomfortable on questionnaire] You mentioned you felt uncomfortable answering this question, can you tell me more about that?
3. Some of these options we think people have difficulty choosing between. How do you interpret the term:
  - a. Group home?
  - b. Shelter/hostel?
  - c. Supportive housing?
  - d. Boarding home?
4. When answering this question, did you consider choosing any other answer different from the one you selected?
  - a. If yes: What other option did you consider? What made you select this option?
5. Any other comments about your experience answering this question that you would like to add?
  - Understanding and certainty between options*
  - (if applicable) Understand why the question was difficult*
  - (if applicable) Understand why they felt uncomfortable answering the question*

Now I'll just be asking a few more general questions about the survey.

1. How do you feel about how you were approached to complete the Health Equity Survey?
  - a. Was it clear to you that you can decline?
  - b. Was it clear to you that you can choose not to answer certain questions as you choose?
  - c. Did you feel comfortable asking questions about the survey content and process? Was it clear who to ask?
  - d. Did you feel comfortable with the location of where you answered the survey?
2. Did you know how your data will be stored and accessed?
  - a. Your answers will be a part of your health record (chart or electronic medical record), was that clear to you?
  - b. Do you think it is important for your family doctor and healthcare team to have access to the information you provided in the Health Equity Survey?
  - c. What makes you say that?
3. Some of the possible uses of this data are to better understand who is receiving the clinic services, and try to make sure no one is excluded or missed. What do you think about using the data in this way? What other ways could we use this data if its available on a large number of our patients?

- Participant's comfort with the process of completing the Health Equity Survey (approach, choices, location)*
- Understanding of how data will be stored and accessed*
- Views on how the data should be used*

Before we finish, I would like to ask you 6 short questions about yourself to help us get a better idea of who was interviewed in our study.

**What is your age?**

- 18 to 24    25 to 34    35 to 49    50 to 64    65 to 79    80+

**What is your gender?**

- Female    Male    Trans- Female to Male    Trans- Male to Female    Intersex    Other

**What is the highest level of education you have completed? (interviewer to probe for most accurate answer. DO NOT READ ALL THE OPTIONS to participant)**

- |                                                                                            |                                               |
|--------------------------------------------------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Less than grade 9                                                 | <input type="checkbox"/> Some university      |
| <input type="checkbox"/> Some high school                                                  | <input type="checkbox"/> Completed university |
| <input type="checkbox"/> Completed high school (Completed high school equivalent i.e. GED) | <input type="checkbox"/> Some master's        |
| <input type="checkbox"/> Some trades and technical training                                | <input type="checkbox"/> Completed Master's   |
| <input type="checkbox"/> Completed trades or technical training                            | <input type="checkbox"/> Some doctorate       |
| <input type="checkbox"/> Some college                                                      | <input type="checkbox"/> Completed doctorate  |
| <input type="checkbox"/> Completed college                                                 | <input type="checkbox"/> Other: _____         |

**Do you speak a language other than English at home?**

- English only    English and another language(s)
- Mainly other language(s)

**Were you born in Canada?**

- Yes    No → If no, what year did you arrive in Canada? \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_

**In general would you say your health is?**

- Excellent    Very Good    Good    Fair    Poor