Supplemental Digital Appendix 1: Focus Group Lead Questions for VALUE Patients

Supplemental Digital Appendix 2: Patient Satisfaction Survey Instrument

Supplemental Digital Appendix 3: Forest Plot of Survey Responses

Supplemental Digital Appendix 4: Full Survey Responses to Questions 1 Through 9 for VALUE Patients and Control Patients

Supplemental Digital Appendix 1

Focus Group Lead Questions for Veterans Affairs Longitudinal Undergraduate Medical Education (VALUE) Patients

PRESENT: How many patients, moderators (write names)

Opening comments by the focus group facilitator: I can just explain a little bit about what we are doing today. Things to keep in mind since you may choose to talk about your healthcare. We want to just keep all of the information in this room confidential in case people are talking about details of their healthcare. The other thing to know is that this is completely voluntary you can choose what you want to share, you can leave at any time if you need to, and there are no negative consequences in choosing to participate in any way. This information will not be shared with your physician. This is about your experiences working with a medical student in the VALUE program. They are really interested in hearing from the patients themselves and what their experiences were like. I will be the facilitator today, my name is … I work in psychology. That’s why they have me do this, because I work with lots of groups. I will be playing the role as a moderator, so I may cut people off just to make sure we fit everything in today. I have a variety of questions. I will also keep people on track, because we want to make sure we stay focused on talking about the VALUE students, even though I’m sure there are many interesting things that we could get into today.

Any questions right off the bat that anybody has on what we are doing or anything else?

Lastly, I would like to be sure and thank you for taking the time to come in and speak with us, we really appreciate it.

Patient feedback:

Start with a general presentation of what VA LIC is. Describe the rotations and electives.
I would like to start off pretty broad and just ask you to describe your experience working with a VALUE medical student. And then I will get into more specific questions after that. So, I would like to just open it up.

1) When I say VALUE do you know what that means? Have you heard that term?

2) In general, what was this experience like for you working with a VALUE student? You can let me know how many times you saw them, if they followed you to many different types of appointments that kind of broad thing would be good to know. Does anyone want to start?

3) So now that I have a little bit of idea just in general of what the experience was like for you guys, I would like to focus in on how having this medical student follow you across different appointments might have enhanced your experience. Let’s get into it a little more.

4) What did you like, how was it positive, how might it have enhanced your experience?

5) Let’s look at the flipside a little bit. Were there any drawbacks?

6) Do you have any complaints or any negatives? Any drawbacks or any ways you think it had hindered your care?

7) Let’s talk about differences between your typical health care compared to the VALUE program where the student may be following you across different areas of the hospital. So, describe to me how this experience might have been different than healthcare as usual where you might see a different provider in different departments. How was it different having a person come with you to different areas?
Supplemental Digital Appendices 2

Patient Satisfaction Survey Instrument

There are a total of 12 questions and it will take about 3-5 minutes to complete them.

During these questions, we would like your opinion about the health care you received at the Minneapolis VA over the past 6 months.

Your personal answers will be kept confidential and will not be shared with your health care providers or affect your VA care.

The first 7 questions are answers between 0 and 3. A 0 is never, 1 sometimes, 2 usually, and 3 is always. Thinking back over the last 6-9 months, or in other words, since January 2016, how would you respond to the following questions?

1. How often did your health care providers work well together?
   - Never (0)  
   - Sometimes (1)  
   - Usually (2)  
   - Always (3)

2. How often did your health care providers understand your concerns and answer your questions?
   - Never (0)  
   - Sometimes (1)  
   - Usually (2)  
   - Always (3)

3. How often did your health care providers explain things in a way that was easy to understand?
   - Never (0)  
   - Sometimes (1)  
   - Usually (2)  
   - Always (3)

4. How often were your health care providers aware of important aspects of your personal history?
   - Never (0)  
   - Sometimes (1)  
   - Usually (2)  
   - Always (3)

5. How often did your health care providers spend enough time with you during appointments?
   - Never (0)  
   - Sometimes (1)  
   - Usually (2)  
   - Always (3)

6. How often were your health care providers looking out for your best interest?
   - Never (0)  
   - Sometimes (1)  
   - Usually (2)  
   - Always (3)

These next 2 questions are rated between 0 and 4. 0 poor, 1 fair, 2 good, 3 very good, and 4 is excellent.

7. In general, how would you rate the health care you received at the Minneapolis VA?
   - Excellent (4)  
   - Very Good (3)  
   - Good (2)  
   - Fair (1)  
   - Poor (0)

8. In general, how would you rate your overall health?
   - Excellent (4)  
   - Very Good (3)  
   - Good (2)  
   - Fair (1)  
   - Poor (0)
9. How often was a medical student involved in your health care visits?
   Never (0)   Sometimes (1)   Usually (2)   Always (3)

These next three questions are yours to answer to the best of your ability.

****Only ask VALUE student patients

   Do you know the name of the student that participated in your care?

   Do you have any specific comments about that student?

   Would you be interested in working with a VALUE student again in the future?

Abbreviations: VA indicates Veterans Affairs and VALUE indicates Veterans Affairs Longitudinal Undergraduate Medical Education.
Supplemental Digital Appendix 3

Forest Plot of Survey Responses

Abbreviations: Q indicates survey question number; OR, odds ratio; CI, confidence interval; VALUE, Veterans Affairs Longitudinal Undergraduate Medical Education.

*aThe odds ratios represent patients selecting the top box (always/excellent) in the VALUE panel patients vs. control patients.
Supplemental Digital Appendix 4

Full Survey Responses to Questions 1 Through 9 for VALUE Patients and Control Patients

<table>
<thead>
<tr>
<th>Question</th>
<th>Frequency of Response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
</tr>
<tr>
<td><strong>Q1</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>0</td>
</tr>
<tr>
<td><strong>Q2</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>2</td>
</tr>
<tr>
<td><strong>Q3</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>1</td>
</tr>
<tr>
<td><strong>Q4</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>4</td>
</tr>
<tr>
<td><strong>Q5</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>1</td>
</tr>
<tr>
<td><strong>Q6</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>frequency of response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Poor</td>
</tr>
<tr>
<td><strong>Q7</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>0</td>
</tr>
<tr>
<td><strong>Q8</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>frequency of response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
</tr>
<tr>
<td><strong>Q9</strong></td>
<td>VALUE</td>
</tr>
<tr>
<td>Control</td>
<td>17</td>
</tr>
</tbody>
</table>

Abbreviation: VALUE indicates Veterans Affairs Longitudinal Undergraduate Medical Education; Q, survey question number.