

## Appendix H. Resources Needed for Health Care System Implementation

**Implementation of the intervention in a health care system would require the following resources.**

| <b>TASK</b>  | <b>RESOURCES NEEDED</b>   |
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| <b>Adaptation of the Jumpstart-Tips and survey items on which the Jumpstart-Tips forms are built</b>   | <ul style="list-style-type: none"> <li>• Participation by key stakeholders (i.e., administrators, clinicians, patients, families) to review the Jumpstart-Tips form and relevant survey items and provide site-specific feedback and recommendations</li> <li>• Staff familiar with survey adaptation and implementation to revise the Jumpstart-Tips form and relevant survey items to address stakeholder concerns</li> </ul>                   |
| <b>Identification of eligible patients</b>   | <ul style="list-style-type: none"> <li>• IT staff to develop automatic screening of EHR and clinic schedules to identify eligible patients</li> <li>• Clinical staff (physician or nurse) to review a sample of identified patients to ensure reliability of screening methods</li> </ul>   |
| <b>Distribution of the survey items on which the Jumpstart-Tips are based</b>  | <ul style="list-style-type: none"> <li>• Personnel to send surveys out to patients</li> <li>• Current personnel for patient satisfaction surveys could be repurposed for this task, but usual response rates for satisfaction surveys would have to be enhanced with standard methods to increase response rates.</li> <li>• Optional: Personnel to call patients to determine whether they received the survey and have any questions</li> </ul> |
| <b>Tracking of individual patient responses to be able to use individual patient-level data to create and feedback the appropriate Jumpstart-Tips form</b> | <ul style="list-style-type: none"> <li>• Tracking systems are not usually used for patient satisfaction surveys, which are presented as aggregate data; these tracking systems would have to be put in place and tested to ensure that patients and clinicians receive the correct Jumpstart-Tips form.</li> </ul>  |
| <b>Collation of the survey results and generation of the Jumpstart-Tips</b>  | <ul style="list-style-type: none"> <li>• IT or research staff to create database and link to Jumpstart-Tips algorithm to generate patient-specific Jumpstart-Tips</li> </ul>  |
| <b>Distribution of the Jumpstart-Tips</b>  | <ul style="list-style-type: none"> <li>• Clerical staff to send Jumpstart-Tips to patients and clinicians</li> </ul>  |
| <b>Evaluation of implementation and impact</b>   | <ul style="list-style-type: none"> <li>• IT and administrative staff to create system for tracking distribution and receipt of Jumpstart-Tips</li> <li>• IT and administrative staff to create system for tracking clinician documentation of goals-of-care discussions</li> </ul>  |