



Item of interest	Observed✓	Quote/detail (incl. time)	Facilitative	Non-facilitative	Comment (opinion)	Good practice recommendation
Proximity of patient and clinician						
Shared viewing of iPad (during assessment and selection)						
Patient pressing the iPad						
Review of previous actions/session						
Procedure reminders						
How is DIALOG+ introduced						
Setting up of iPad (several minutes vs a few seconds)						
Clinician rephrasing domain items						
Clinician using personalised information for domain items						
Patient discussion of domain items – how clinician dealt with						
Number of domains rated						

Rating sheet for effectiveness of DIALOG+

'Do you need more help in this area' asked						
Help question posed differently						
Content covered (if discussions happened during rating process e.g. talks about problem with housing)						
Comparison of current/previous ratings						
Positive scores used to initiate review						
Special attention to mental health						
Criteria used to select domains						
Client invited to choose ≥ 1 and clinician chooses others						
Clinician chooses (no rationale verbalised)						
Clinician chooses (rationale verbalised)						
Client invited to choose all / collaborative choosing						
Number of domains chosen						
Which domains chosen						

Rating sheet for effectiveness of DIALOG+

PART 2 : Four-step discussion

Item of interest	Observed ✓	Quote/detail (incl. time)	Facilitative	Non-facilitative	Comment (opinion)	Good practice recommendation
Eye contact						
1: Reasons for dissatisfaction are explored						
Time spent dissatisfaction						
1: 'What works' is explored						
Time spent satisfaction/working						
2: Best-case scenario						
2: Small changes						
Time spent step two						
3: Patient can do						
3: Clinician can do						
3: Others can do						
Who generates ideas						
Premature suggestions						
Options/actions are what service offers						

Rating sheet for effectiveness of DIALOG+

Time spent on step three						
4: Verbally summarised						
4: Actions documented						
Time spent on step four						
Merging steps						
Non-sequential four steps						
Repetition of information						
Wording of questions changed						
Clinician comfort with questions in each step						
Shared viewing iPad (four steps and actions)						
Summary (end of domain)						
Clinician comfort with iPad						
Ongoing commentary while using device						
Patient interaction with iPad						

Rating sheet for effectiveness of DIALOG+

Praise/positive comments						
Content covered in domain						
Domains selected all discussed?						
Interruptions to therapeutic relationship						
Note taking iPad/paper (what information recorded)						
Time spent typing (when)						
Summary of domain						
Summary of session						

Total length of session