

## Descriptions of terms used in knowledge encounter questions

### 1. What did you encounter?

- **Codified knowledge:** research, theoretical or practice-based knowledge subject to quality control by editors, peer review and debate e.g. *Journal, Guidelines, Textbook*
- **Codified knowledge in a personalised form:** codified knowledge presented in some manner by individuals in person e.g. *informal conversation with colleagues, seminars, or grand rounds*
- **Procedural knowledge:** e.g. *observation of other's practice*
- **Process or policy knowledge:** explicit descriptions of local or national processes and policies e.g. *local care delivery, national health policy*
- **Experiential knowledge:** e.g. *what has worked / not worked before, personal clinical experience, patient's experiences of illness*
- **Custom:** the implicit norms of a given healthcare setting or professional group e.g. *the way it has always been done*
- **Product or service knowledge:** e.g. that provided by a *company representative, company literature*

### 2. How was the information or knowledge communicated?

- **Verbal communication** e.g. *informal conversation with colleagues, telephone hotline to specialist*
- **Written format** e.g. *company literature, textbooks*
- **Visual** e.g. *video*
- **Haptic** e.g. *the pressure applied to an instrument during a procedure*
- **Olfactory** e.g. *reading the patient using smell*
- **Internal reflection** e.g. *thinking through a problem*

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### 3. What mode was it transmitted by?

- **Using electronic technology** e.g. *email contact with specialist, telephone hotline to specialist*
- **Not using electronic technology** e.g. *conference, local audit, hand over, handbooks* unless this is accessed electronically

### 4. Who communicated the information or knowledge?

- **Practitioner** e.g. *colleague, colleagues via internet, clinical leaders, personal clinical experience, journal club, email discussion list, professional association*
- **Non-practitioner (colleague)** e.g. *those working in social services, non-medical personnel*
- **Patient** e.g. *patients, patient questioning, patients' experience of illness*
- **Researcher** e.g. *thesis, journal*
- **Educator** e.g. *teacher, educational booklet, laboratory manual, patient information, package insert* (if educational rather than promotional)
- **Regulator** e.g. *government documents, health policy*
- **Employer** e.g. *policy and procedure manuals, local guidelines*
- **Salesperson** e.g. *package insert* (if promotional rather than educational), *company literature, company representative, drug company functions*

### 5. How many people were involved in the encounter including yourself?

- **Alone** e.g. *personal development of acquired knowledge through experience and prior knowledge*
- **A couple** e.g. *informal conversation with colleagues* [assuming conversation is with one or two at a time]
- **A group** e.g. *email discussion lists, seminar*

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### 6. What was the setting where you encountered the information or knowledge?

- **Work** e.g. *practice meeting, observing a colleague*
- **Educational** e.g. *conferences*
- **Domestic** e.g. *online continuing education, chatrooms* [assuming respondents did both of these at home]
- **Social** e.g. *over dinner*