

Key Informant Interview Guide 4

Setting: Practice sites (clinics)

Interview Subjects: Quality Improvement or innovations leader and primary care provider

Introductory information/warm-up:

Review the roles of interviewer and recorder; estimated length of interview; purpose of interview; review/sign consent. Review context – this clinic.

Demographics:

1. We are interviewing you today in your role at this clinic as the (or a)
 QI or Innovations Lead, or PCP
2. Briefly, what are your major responsibilities at this clinic?

After-hours access:

3. How does this clinic assure access to after-hours and weekend care for patients?

Coordination and Communication:

We have a few questions about coordination of care, communication with providers and patients, and communication between providers and with hospitals.

4. What kind of system(s) do you have for providers to communicate with their patients, and for patients to contact their providers?
 - Probes:
 - a. What clinical information do you convey, e.g., do you contact patients with test results? Send reminders for preventive care? Send reminders for routine care to manage patients with chronic conditions (e.g., eye/foot/HbA1c exams for diabetes)?
 - b. How well does the system work? For example, how easily can you retrieve important clinical information about your patients?

- c. Are providers paid for non face-to-face time, such as email or phone contact with patients?
5. What kind of system(s) do you have for primary care providers to coordinate with their specialist colleagues about shared patients?
- Probes:
 - a. How well does the system work?
 - b. How easily can you retrieve important information about your patients?
 - c. How are primary care providers and/or specialists rewarded for good coordination?
 - d. Are there clear expectations between primary care providers and the specialists they refer to about sharing information regarding their shared patients?
6. What kind of system(s) exists for hospitals to communicate with you when your patients are admitted or discharged?
- Probes:
 - a. How well does that system work? For example, do you get the critical information that you need?
7. What kind of system(s) exists for hospitals to communicate with you when your patients are seen in an emergency department?
- Probes:
 - a. How well does that system work? For example, do you get the critical information that you need?
8. Wrap-up: Briefly, is there anything else you'd like to say about coordination of care or communication with providers and/or your patients?

Role of Technology:

Now we want to ask you about the changes the clinic wants to make, and the role of technology – we are defining ‘technology’ very broadly to include equipment, information technology, work processes, facilities...

9. When you think about the changes the clinic wants to make, what role(s) does technology play?

- Probes:
 - a. How does technology support innovation and change?
 - b. How does it help? How does it hurt?

Feedback Systems:

10. Do you receive any data or feedback on your or the clinic's performance that helps you identify opportunities for improvement, and track change? If Yes, please describe.

- Probes: patient experience, utilization of services, cost

Practice Culture:

Now we have a few questions about what it's like to work at this clinic – how people interact, their values, etc...

11. How would you describe the culture of this clinic?

- Probes:
 - a. Some attributes that people sometimes use are things like patient-centered, innovative, cohesive, hierarchical, collaborative, and/or financially driven.
 - b. How are conflicts managed? How are disputes resolved?
 - c. Can you give me an example?

12. Wrap-up: Briefly, is there anything else you'd like to say about the culture of this clinic?

Recruitment and Retention:

13. How are people recruited and selected to work here, and retained?

14. What attributes are sought for in the people the clinic tries to recruit?

15. Wrap-up: Briefly, is there anything else you'd like to say about recruitment and retention?

To wrap up, we now want to talk about change – we are interested in two topics: how providers and patients make treatment choices, and about how providers here might care for and coordinate care for their patients.

Patient Care Decision-Making:

16. Please describe how treatment choices are made for most patients in this clinic. For example....(use probes):

- Probes: [**not** Y/N] – for example,
 - a. When there is more than one choice for treatment, do you tell your patients that there is more than one choice?
 - b. Do you provide the pros and cons for different treatment choices?
 - c. Do you ask your patients which treatment they prefer or believe would be best for them?
 - d. Do you use brochures, videos, online resources, or other media to help inform patients about their treatment choices?
 - e. Do you offer patients time (i.e. a few days) to think about and discuss treatment options with their families?
 - f. Do you consult with patients by phone or email (or other non-face-to-face means) during the decision-making process?
 - g. Do you recommend patients get information from other clinics or resources?
 - h. Is there a formal protocol for involving patients in making health care decisions?

17. Wrap-up: is there anything else you'd like to say about how patients and providers make treatment choices?

Patient-Centered Care Practices

Finally, we have some questions about how clinics might care for the whole patient in a coordinated manner, led by the primary care provider.

18. Do most patients at this clinic have a primary care provider whom they see for most of their care? Yes/No

19. For most patients living with chronic illness, does the clinic provide:

- a. Chronic disease management? Yes/No
- b. Help with or referral for services ancillary to health (e.g. food and housing security, education, healthy living conditions, domestic abuse, health insurance, stress reduction, exercise, substance abuse)? Yes/No

20. What, if any, systems do you have to track individual patient's health statistics (e.g. blood pressure control, diabetes control)?
21. How do you assure that care is culturally and/or linguistically appropriate for the patient?
22. Wrap-up: Is there anything else you'd like to say about providing this kind of care, where a primary care provider leads the coordination of care?

Final wrap-up and thank you.

23. Briefly, is there anything you'd like to add about any of the topics we've talked about?