

**Key Informant Interview Guide 1 (for subjects):  
For Phase 2 interviews to be conducted in summer 2011**

Setting: Health plans

Interview Subjects: Senior medical leader and senior operational or administrative leader

Before the interview, please review the notes or transcript of the original interview (conducted during summer 2010).

1. When we first interviewed you we asked you about your major strategic goals for 2011 and the next three years; since that time have there been any changes?
2. Have there been any changes to the factors--internal and external to your organization—that will facilitate and/or impede achievement of those goals?
3. Have there been any changes to how you plan to achieve those goals?
4. Have there been any changes in your organization with respect to these patient-centered innovations?
  - a. Shared decision-making
  - b. Patient-centered medical home
  - c. Value-based purchasing
  - d. Accountable care organizations
5. In closing, is there anything else or any other changes since our original interview you would like to talk about?