

Key Informant Interview Guide 2 (for interviewer)

For Phase 2 interviews to be conducted in summer 2011

Setting: Provider organizations (parent organizations of practice sites)

Interview Subjects: Chief Executive or Operating Officer and Chief Medical Officer

Provider subjects with the backup notes from the original interview in Summer 2010; request that they review prior to this interview.

Introductory information/warm-up:

Review the roles of interviewer and recorder; estimated length of interview (30 min.); purpose of interview (to identify any changes since the initial interview); confirm that we have received their consent; any questions?

Note: use the prompts as reminder if the response is “I don’t know/can’t remember” and/or as probes if changes are described.

Since our original interview, have there been any changes in any of these areas (questions 1-7)?

1. Your organization’s leading strategic goals for this year and the next three years.
Prompt:
 - How does patient- and family-centered care fit into those goals?

2. Factors internal and external to your organization that will facilitate and/or impede implementation of those strategic goals.
Prompts:
 - Changes with use of incentives?
 - Changes in health plan payment methods and/or individual provider compensation?

3. The operational steps required to put those organizational changes into effect.

4. The resources or capacity required to put those changes into effect.
Prompts:
 - Technology?
 - Capital assets?
 - Personnel?
 - Work processes?

5. Task redesign tasks within your organization to achieve the strategic goals.

Prompts:

- Task or workflow redesign at the individual, group, or team level?
- Effect(s) of this task redesign in supporting patient- and family-centered care?

6. Internal organizational structure and systems to achieve your strategic goals (e.g., reporting relationships, practice management systems, clinical information systems).

7. Management of external environment and relationships – for example, with community organizations -- to achieve those goals.

Prompt:

- What is the effect on, or how do they support, patient- and family-centered care?

8. What else (if anything) might support successful change in this organization?

9. In closing, is there anything else or any other changes since our original interview you would like to talk about?