

## **Key Informant Interview Guide 3 (for interviewer):**

### **For Phase 2 interviews to be conducted in summer 2011**

Setting: Practice sites (clinics)

Interview Subjects: Medical Director or medical leader; and administrator

Provide the subjects with the backup notes from their original interview (conducted in summer/fall/winter 2010) and request that they review prior to this interview.

#### **Introductory information/warm-up:**

Review the roles of interviewer and recorder; estimated length of interview; purpose of interview(to identify any changes since the original interview); confirm that we have received their consent. Review context – this clinic.

**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.**

#### **After-hours access:**

1. Since our first interview with you, have there been any changes in how this clinic assures access to after-hours and weekend care for patients?

#### **Innovation/improvement (objectives, capacity):**

2. Has anything changed about the top three strategic objectives of the clinic?
  - If so, what led to the change(s)?
  - Prompts: What are the drivers for change (internal and external to the clinic)? What’s motivating you?
3. Has anything changed about the clinic’s strategies to accomplish its objectives?
  - Prompts: Barriers, challenges; resources; technology?

4. Have there been any changes to job tasks/division of labor/job reorganization, for example, how work teams are organized?
5. Wrap-up: Briefly, is there anything else you'd like to say about changes related to the strategic objectives at this clinic?

**Coordination and Communication:**

6. Has anything changed about coordination of care or communication with providers and/or their patients? Prompts: between provider and patient; primary care provider and specialists; PCP and hospital or Emergency Department?

**Feedback Systems:**

7. Have there been any changes in the data or feedback about the clinic's performance that help you identify opportunities for improvement, and to track change? If Yes, please describe.
  - Prompts: patient experience, utilization of services, cost?

**Practice Culture:**

8. Has anything changed about the culture of this clinic? (Prompts: how people interact, their values, how they manage conflicts, what it's like to work here.)

**Successful Change:**

9. What else, if anything, will support successful change in this clinic?

**Have there been any other changes you would like to describe?**

**Wrap-up and thank you.**