

**Key Informant Interview Guide 4 (for interviewer):
For Phase 2 interviews to be conducted in summer 2011**

Setting: Practice sites (clinics)

Interview Subjects: Primary care provider

Provide 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; any questions? Review context – this clinic.

Note: use the prompts as reminders 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?

Coordination and Communication:

2. Has anything changed about coordination of care or communication with providers and/or your patients?

Prompts:

- Between primary care providers and patients?
- Between primary care providers and specialist(s)
- Between primary care providers and the hospitals?
- Between the primary care providers and the Emergency Departments?

Feedback Systems:

3. Have there been any changes in the data or feedback you receive about your or the clinic's performance that helps you identify opportunities for improvement, and track change? If Yes, please describe.

Prompts: patient experience, utilization of services, cost?

Practice Culture:

4. Has anything changed about the culture of this clinic?

Patient Care Decision-Making:

5. Since our original interview, have there been any changes in how treatment choices are made for most patients in this clinic? For example....(use prompts if necessary):

Prompts: [not Y/N] – for example,

- When there is more than one choice for treatment, do you tell your patients that there is more than one choice?
- Do you provide the pros and cons for different treatment choices?
- Do you ask your patients which treatment they prefer or believe would be best for them?
- Do you use brochures, videos, online resources, or other media to help inform patients about their treatment choices?
- Do you offer patients time (i.e. a few days) to think about and discuss treatment options with their families?
- Do you consult with patients by phone or email (or other non-face-to-face means) during the decision-making process?
- Do you recommend patients get information from other clinics or resources?
- Is there a formal protocol for involving patients in making health care decisions?

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

Patient-Centered Care Practices

6. Have there been any changes in the following areas?
 - a. Do most patients at this clinic have a primary care provider whom they see for most of their care? Yes/No
 - b. For most patients living with chronic illness, does the clinic provide:

- i. Chronic disease management? Yes/No
- ii. 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
- c. Changes to systems to track individual patient's health statistics (e.g. blood pressure control, diabetes control)?
- d. Changes in how you provide culturally- and/or linguistically-appropriate care for the patient?

Any other changes you'd like to describe?

Final wrap-up and thank you.

- 7. Briefly, is there anything you'd like to add about any changes since our original interview with you?