

**Practice Coach Key Informant Interview 1:
Individual practices**

Date of interview:

Name:

Practice of focus:

Interviewer:

Individual sites:

1. Describe the intervention from start to finish for each practice:
 - a. What activities occurred?
 - b. What change methods, strategies, tools from toolkit were used?
 - c. What change methods, strategies, tools not from toolkit were used?
 - d. Who was involved in each encounter?
 - e. What role did they play?
 - f. What was your role in them?
 - g. What were the outcomes of each encounter? Of each core activity? Of overall coaching intervention?
 - h. What were the unanticipated or iatrogenic effects of the intervention?
2. What changes did the practices make as a result of the coaching?
 - a. With point of care decision supports?
 - b. Clinical information systems?
 - c. Self-management support?
 - d. Delivery system design?
 - e. Health system organization?
 - f. Community linkages?
3. Did practice coaching play a role in (each change)? If so what? Where there other factors also promoting change? If practice coaching not a cause, what caused change?
4. How sustainable do you believe these changes are (by change): 1 year or less, greater than a year?
 - a. Why?

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5. What factors facilitated the practice coaching intervention at this site? What factors impeded it?
 - a. At system level
 - b. Organization level
 - c. Practice level
 - d. Provider level
 - e. Staff level
 - f. Patient level
 - g. Community level
 - h. If not long term, what would be required to support changes long-term?

6. Overall, how effective do you believe the intervention at this site was on scale of 1 (not at all effective) to 10 (extremely effective)? If not a 10, in your opinion, what would it take to make the intervention a “10”?

7. On a scale of 1 to 10, how would you rate the Toolkit use at this site on a scale of 1 (not at all useful) to 10 (very useful)? If not a 10, what would it take to make it a 10?

8. As a practice coach, how satisfied were you with the training, support and intervention process at this site on a scale of 1 (not at all satisfied) to 10 (very satisfied)? If not a 10, what would it take to make it a 10? If a 10, what makes it a 10?

All sites combined:

9. How were the practice coaching interventions different from each other? How were they similar? And Why?
 - a. By process
 - b. By content
 - c. By focus
 - d. By use of Toolkit
 - e. By barriers and facilitators
 - f. By outcomes
 - g. By satisfaction with process

10. Please sort practices into 3 groups, not effective, moderately effective, very effective coaching intervention. Then order from most to least within each category.
 - a. What made (specify practice) more successful than (specify practice)?
 - i. At system level
 - ii. Organization level
 - iii. Practice level
 - iv. Administrative level
 - v. Clinical management level
 - vi. Staff level
 - vii. Provider level
 - viii. Patient level
 - ix. Community level

11. Overall, how effective do you believe the intervention was on scale of 1 (not at all) to 10 (extremely effective)? If not a 10, in your opinion, what would it take to make the intervention a “10”?
12. On a scale of 1 to 10, how would you rate the Toolkit? If not a 10, what would it take to make it a 10?
13. As a practice coach, how satisfied were you with the training, support and intervention process on a scale of 1 to 10? If not a 10, what would it take to make it a 10? If a 10, what makes it a 10?