

## Key Informant Interview for Staff and Providers

Date:

Name:

Practice location:

Role in practice:

Role in intervention:

Use/exposure to Toolkit: Y N

1. Tell me about your experience and involvement with the (practice coaching) intervention?
2. What challenges has your organization/practice encountering with implementing the CCM?
  - a. With point of care decision supports?
  - b. With clinical information systems?
  - c. With self-management support?
  - d. With delivery system design?
  - e. With health system organization?
  - f. With community linkages?
3. What if any changes do you believe resulted from the practice coaching intervention?
  - a. With point of care decision supports?
  - b. With clinical information systems?
  - c. With self-management support?
  - d. With delivery system design?
  - e. With health system organization?
  - f. With community linkages?
  - g. With quality of care for (index condition)?
  - h. With organizational capacity for change?
    - i. Organizational will for change?
    - ii. Organizational capacity and skill in the conduct of change processes?
  - i. Other change? Please give an example.
4. How sustainable do believe these changes are? 1 year or less, or greater than a year?
  - a. If you believe the changes will only be sustained short-term, why?
  - b. What would need to happen to make them long-term changes?

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5. How important are these changes to your practice/organization? Not at all, some what, very important? Please explain.
6. On a scale of 1 to 10 with 1 being not at all effective, and 10 being very effective, what rating would you rate the (intervention)? If not a 10, in your opinion, what would it take to make the intervention a “10”?
7. (if applicable) On a scale of 1 to 10, how would you rate the Toolkit? if applicable) What would be needed to make it a 10?
8. What do you believe were the most effective aspects of the intervention? Least effective?
9. What factors facilitated implementation of the intervention? What factors impeded it?
  - a. At the system level?
  - b. Organization level?
  - c. Practice level?
  - d. Provider level?
  - e. Staff level?
  - f. Patient level?
  - g. Other?
10. How is this (intervention) the same or different from other quality improvement interventions you’ve participated in here such as the (collaboratives)?
  - a. In process?
  - b. In relevance to practice needs?
  - c. In ease of use?
  - d. In staff/provider satisfaction?
  - e. Other?
11. What recommendations do you have for improving the intervention?