

ATTACHMENT L

Interview Guide for Follow-Up

Hi, my name is _____. As you know, I am calling from the University of Wisconsin-Madison. Thank you for agreeing to speak with us today.

On the phone is my colleague _____, also from the University of Wisconsin-Madison.

We scheduled up to one hour for this call. Does that still work with your schedule?

Thank you for the time to review the Workflow Process Map(s) of the work processes in your practice with us. The map(s) was created based on the observations and interviews that we conducted while we visited your practice.

We have several questions for you regarding the map(s) we sent you for review. Before we start, do you have any questions?

- Did you receive the Workflow Process Map(s) and did you examine it (them)? (Yes/No)
- What is your first impression of the map(s)?
- Are there processes that are represented incorrectly?
 - If yes, can you please explain?
- Are there processes that are missing?
 - If yes, can you please explain?
- Can you tell us how helpful such map(s) is to better organize the work in your practice?
- Do you have any additional comments regarding the map(s)?
- Do you have any questions for us?

Many thanks for your participation.

Public reporting burden for this collection of information is estimated to average 60 minutes per response, the estimated time required to complete the interview. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.