

Key Informant Interview Script

Opening Question

- (1) Just to get us started, I'd like you to think about all of the work that is being accomplished at your practice site. What is the first thing that comes to mind?

Transition Question

- (2) Now, I'd like you to think about the Patient-Centered HIV Care model program that is being implemented at your practice site. What is the first thing that comes to mind?

Key Questions

- (3) Over the past six months, what changes related to **work systems** have been made at your practice site in order to implement the Model of Patient-Centered HIV Care program? This can include such things as: (a) personnel education, skills, knowledge, motivation, and needs; (b) organizational coordination, collaboration and communication; (c) work schedule adjustments; (d) technologies and tools; (e) job workloads and protocols; (f) work area adjustments; or other related things. What worked well and what are areas for improvement?
- (4) Regarding **work systems**, what was the **most significant change** that occurred over the past six months?
- (5) Over the past six months, what changes related to work **processes** have been made at your practice site in order to implement the Model of Patient-Centered HIV Care program? This can include such things as: (a) patient care process adjustments; (b) information flow adjustments; (c) purchasing and/or billing adjustments; (d) process improvement activities; (e) reporting and monitoring adjustments; or other related things? What worked well and what are areas for improvement?
- (6) Regarding **processes**, what was the **most significant change** that occurred over the past six months?
- (7) Over the past six months, what changes related to **outcomes** have been made at your practice site in order to implement the Model of Patient-Centered HIV Care program? This can include such things as: (a) personnel job satisfaction; (b) job stress and burnout; (c) employee turnover; (d) organizational health (such as profitability); meeting goals; changes in cost of care; waste reduction; decrease in need for re-work; (e) patient safety (such as drug therapy problem identification, complexity, or outcome); or (f) quality of patient care (such as retention of HIV care, adherence, HIV viral load suppression, opportunistic infection, access to medications, access to information, changes in patient or caregiver knowledge, clinical effect of medication recommendations, or other related things)? What worked well and what are areas for improvement?
- (8) Regarding **outcomes**, what was the **most significant change** that occurred over the past six months?
- (9) From all of the significant changes you described, what do you think was the **most significant change of all**?

Ending Question

Thank you for helping us learn more about (1) changes that have been made at your site, (2) what worked well, and (3) areas for improvement relating to the implementation of your Model of Patient-Centered HIV Care. Finally, is there anything else you would like to say or questions that you feel would have been helpful to cover during this interview?