

Form Approved: OMB No: Exp. Date:

Attachment D: Practices Participating and Non-participating in Implementing a QI Strategy - Interview Protocol

The following are semi-structured questions to be asked in a telephone interview.

Interviewer name: _____

Respondent organization: _____

Respondent name: _____

Date: _____

Interviewer initials: _____

Consent Script

We are conducting interviews to learn about the [Cooperative name] model and network engagement approach to supporting primary care practices. Abt Associates, a research company, is doing the interviews for the Agency for Healthcare Research and Quality (AHRQ), which is part of the Department of Health and Human Services.

If you agree to be interviewed, we will:

- Ask you questions about your Cooperative and network, its quality improvement (QI) strategy, impact and sustainability, and lessons learned.
- Not share your interview with anyone outside of our study team, which includes our sponsors. When we publish our results, we will generally talk about our combined findings from across our interviews. We won't use your name or otherwise identify you, unless you give us permission to do so.

Before this interview you should know the following:

- This interview should take about 60 minutes to complete.
- You do not have to participate in this interview.
- If you decide not to take part in this interview, there will be no effect on your professional relationship with AHRQ, Abt Associates, or your organization.
- If you participate in this interview, you can skip questions or stop answering the questions at any time.
- There is no cost to you for doing this interview.
- The principal risk of this interview is you could say something to us that you later regret having said. There is also a small risk that someone could find out what you tell us. The team has many procedures in place to reduce this risk.

May we record this interview? The recording is a backup to the notes and will be deleted in the end of this project.

Yes _____ No _____

| | |
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| Number of questions to be asked each year | Participating practices: Y1=NA, Y2=NA, Y3=23 Non-participating: Y1=NA, Y2=10, Y3=13 |
|--|--|

Network

All

N1. What is your role in the practice (Also for participating practices: What is your role in the QI effort for your practice? [Y2-3])

N2. How was your practice recruited to the network? Why did your practice decide to join? [Y2-3]

N3. Have you collaborated with any of the Cooperative partners or affiliates before joining this network and if so, what was the nature of this collaboration? [Y2-3]

N4. How do you interact with the Cooperative and/or other practices in the network? How frequent are the interactions, how much time do they take? [Y2-3]

N5. How has being part of the network benefited you and your practice? [Y2-3]

N6. What have the drawbacks been of being part of the network? [Y2-3]

N7. Do you plan to continue your participation in the network and collaboration with the Cooperative? If yes, in what capacity? If not, why not? [Y2-3]

QI Strategies

All

QI1. Was your practice approached to participate in the heart health QI project? If yes, are you planning to participate? Why or why not? [Y2-3]

QI2. What kind of QI support could benefit your practice? [Y2-3]

Practices **not participating** in the heart health QI project only

QI4. Are you familiar with the heart health QI project being implemented by the Cooperative at other practices? If yes, what is your opinion of the project? [Y3]

QI5. Would you choose to participate in the heart health QI project now, if asked? Why or why not? [Y3]

QI6. Does your practice have any interest in implementing any of the QI strategies that are/have been piloted by other practices? If yes, which ones and why? [Y3]

Practices **participating** in heart health QI project only

QI7. What support, if any, has your practice been receiving to improve your care of patients' heart health? How was that support delivered to your practice? By whom? How often/long? If none: Why do you think you haven't received any support? [Y3]

QI8. What support, if any, has your practice been receiving to improve your practice's ability to work on improving the quality of the healthcare you deliver? [Y3]

QI9. What was useful about the support you received? What was not useful? [Y3]

QI10. Has your practice ever received support to improve its quality of care before? If so, please tell us about that experience and how it compares to this one. [Y3]

QI12. What are the benefits, if any, of participation in QI projects to your practice? What are the drawbacks, if any, to participation? Can you give some examples of direct impact on patients? [Y3]

QI13. Have any changes been made to your practice during the time you were involved with this effort? What are these and what effect(s) have they had on the delivery of care? On your participation in this project? [Y3]

QI11. Has the Cooperative support and participation in the heart health QI project contributed to your practice's ability to improve quality of care in general and heart health care in particular? If yes, to what extent and in what ways? Can you offer some examples of successes? [Y3]

QI14. What is working well and what challenges have you encountered in improving quality of care and implementing heart health improvements? [Y3]

QI15. What effect, if any, did the QI support and your participation in this effort have on reducing health disparities in your practice? Can you give a specific example? [Y3]

Lessons Learned

Practices participating in heart health QI project

LL2. What suggestions would you make to the Cooperative to enhance their support of primary care practice improvement, generally or specifically for improving heart health care? [Y3]

LL4. What other improvements or effects on your practice – besides the intended ones – has this QI support had? [Y3]

LL5. In hindsight, is there anything you would have done differently to achieve a better result? What? [Y3]

LL6. What advice would you give practices about to get support for improving the quality of healthcare? [Y3]

All

LL6. What advice would you give other states interested in establishing a Cooperative and delivering state-level primary care QI support? [Y2-3]