

APPENDIX A: INTERVIEW GUIDE

| CONCEPT TAPPED | PRIMARY QUESTION | POSSIBLE PROBES |
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| Quality of Care in General | 1. How do you or your staff identify quality of care issues in need of improvement for your OUTPATIENT primary care clinics? | <p><i>Probe for explicit processes (e.g., strategic planning, balanced score cards, data that is monitored, etc.)</i></p> <p>a. Who would be responsible for initiating and carrying out such efforts?</p> <p>b. Who would be responsible for monitoring such efforts?</p> |
| Mental Models | <p>2. What does the term “Clinical Practice Guidelines” mean to you?</p> <p>3. How do guidelines help you improve the quality of care you provide your patients?</p> | <p>a. What role do you see for clinical practice guideline use as a method for improving quality of care?</p> <p>b. Do you believe clinical practice guidelines are effective for improving quality of care? Please explain.</p> <p style="padding-left: 40px;">➤ If no, follow up with, “Despite your beliefs what is your experience?”</p> <p>a. As a source of data feedback?</p> <p>b. How is data collected and utilized in your facility to improve the quality of patient care (e.g., administrative “scorekeeping” or as feedback for improving the quality of care)?</p> <p>c. Was EPRP data or other data on performance distributed?</p> <p>d. Did EPRP results affect individual performance evaluations?</p> <p>e. Does the facility collect clinical outcome data (mortality, readmission, functional status) related to the guideline?</p> |

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| CPG Success Story | 4. Could you tell us the story of a time you and your team successfully implemented a clinical practice guideline (e.g., smoking cessation, depression screening, Diabetes mellitus, hypertension, etc.)? | <i>Probe for the Who, What, When, Where, & How of the story.</i> |
| | | a. What were the steps? |
| | | b. Who was involved? To what extent are clinicians involved in determining how to implement guidelines? |
| | | c. How was this guideline effort brought to the attention of clinicians and managers in your facility? (e.g., formal meetings, guideline champions, grand rounds, e-mail distributions, web sites, etc)? |
| | | d. To what extent were committees (one steering committee for all guidelines or guideline specific committees) used to implement guidelines? |
| CPG Training & Development | 5. Please describe the training (i.e., professional development) that clinicians have received for implementing guidelines. | a. Would clinicians say they have been provided adequate support for professional development with respect to CPG implementation? |
| | | b. Any training in the use of technology (e.g., CPRS, clinical reminders, etc.)? |
| | | c. CME credit? |
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| <p>Facilitators</p> | <p>6. What are the most important factors that facilitate guideline implementation?</p> | <p>a. Technology (CPRS, clinical reminders)?</p> |
| | | <p>b. Targeted educational or training programs, patient specific reminder systems, workshops, retreats?</p> |
| | | <p>c. Incentives (e.g., monetary, extra time off from work, gift certificates, etc.)?</p> |
| | | <p>d. Mentoring or coaching?</p> |
| | | <p>e. Additional resources (e.g., equipment, staff, etc.)?</p> |
| | | <p>f. Social Factors such as teamwork or networks?</p> |
| | | <p>g. Representation from a diversity of service lines?</p> |
| | | <p>h. Presence of a guideline champion?</p> |
| | | <p>i. Supportive leadership (i.e., VISN and/or facility)?</p> |
| | | <p>j. Pocket cards or “lite” versions of the guidelines?</p> |
| <p>Barriers</p> | <p>7. What are the most important factors that hinder guideline implementation?</p> | <p>a. Lack of resources, or staff?</p> |
| | | <p>b. Time (i.e., patient interactions are targeted for 20 minutes)?</p> |
| | | <p>c. Lack of training?</p> |
| | | <p>d. Not enough support?</p> |
| | | <p>e. Financial?</p> |

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| Innovations | 8. Were there any changes or redesigns in the clinical practices or equipment that supported the use of CPGs. | a. How were forms/procedures or reports changed to support adherence to guidelines? b. How were the responsibilities of nurses, aides, other personnel changed to support adherence? c. How were resources allocated/reallocated to support adherence? |
| Structural, logistic, and organizational factors | 9. Please describe any other conditions that may influence CPG implementation? | a. Size of the facility? b. Academic affiliation? c. Competition with other QI initiatives? d. Location (e.g., remote vs. main facility)? |