APPENDIX D

Semi-Structured Interview Instrument: Regional Health Information Organization (RHIO)

Introductions and oral consent

Interview overview
"This interview will focus on three broad topics:"
 Topic 1. The RHIO's goals in implementing a PHR system
 Topic 2. The primary challenges encountered in selecting and implementing the PHR system, and
 how the challenges have been addressed.
 Topic 3. The plans for implementing and maintaining a PHR system"

Topic 1. Goals in implementing a PHR System
 A. "Can you discuss why your organization chose to implement a PHR system?"
   i. Probe for more detail: "Specifically, did you plan the PHR system to accomplish any concrete operational goals (e.g., scheduling efficiency) or medical goals (e.g., better medication reconciliation)?"
   ii. Tell me a little about your regional health-care environment, your member organizations, and your patient and clinician populations. How did these inform the choice of goals for the PHR?"
   iii. What do you perceive are the benefits of the PHR system to all the potential participants (e.g. patients, healthcare organizations, RHIOs, providers, payers)?
 B. "Which stakeholders (organizations and/or individuals) were instrumental in the decision to implement a PHR?"
   i. "Probe: Was there representation by patients in this decision-making process?"
 C. "How did the NY state "Connecting New Yorkers to Clinicians" use case play a role in developing the functional requirements for this PHR?"
 D. "How did the HL-7 Personal Health Record System Functional Model play a role in developing the functional requirements for this PHR system?"
 E. "Which other stakeholders should we meet with who were involved in decision-making about the issue of PHR system goals?"
 F. "What are the benefits that you see from integrating health information exchange data into PHRs? How do you see RHIO-driven PHRs as offering something different in comparison to other types of PHRs that are out on the market (e.g. provider-tethered portals or a Microsoft type product)?"

Topic 2. Challenges
"Now I'd like to explore the challenges that you have faced already in the early stages of implementing this PHR system. First, please let tell me about some of the issues you have encountered during this process. Let me know which of these has been important in your experience."

> ***[Check off each issue that is mentioned and whether or not they indicate if the issue was important in their experience. The last options are for other issues not included in the list.]***

Issue	Yes	No	Important?
A. *"Technical issues"*			
B. *"Privacy, security, consent, and other legal issues"*			
C. *"Economics and financial resources"*			
D. *"Vendors – selection, contracting, customizing products"*			
E. *"Ensuring that PHR and Health Information Exchange (HIE) are understandable to patients"*			
F. *"Organizational issues (at vendor, in the RHIO, or its member organizations)"*			
G. *"Attitudes, perceptions, behavior of providers or patients"*			
H. *"Other policy issues such as meaningful use"*			
I. *Other?*			
J. *Other?*			

"Now, I'd like to go back to the topics you identified so we can discuss them in more detail."

[NOTE: Interviewer should proceed to the appropriate subtopics below on the basis of the respondent's answer above.]
   a. Describe the primary challenges in more detail.
   b. How are these issues being resolved?
   c. Who is taking the lead in resolving these issues? Should we talk with other stakeholders involved in decision-making about this issue?

Topic 3. Future plans for PHR implementation and maintenance
"Finally, let's discuss the plans for finishing the development, going live, and maintaining the PHR system."
   A. "What remaining development or customization has to be done before the PHR system can go live?"
   B. "Will all functions of the PHR system go live at the same time?'
   C. "What is the implementation plan – for example, do you plan to do marketing or provide training? or will you publicize through member organizations?"
   D. "What is the long-term business model for this PHR system, after grant funding is over?"
      i. Probe: "Who will maintain the software infrastructure and provide technical support?"
      ii. Probe: "What are the revenue sources for the PHR system (e.g. providers, patients, RHIOs, or other sources)?"
      iii. What are the financial incentives for the participants of the PHR system?
   E. "Is there any separate governance structure for the PHR, or will it be the same as for the RHIO?"

Thank the respondent, and ask if we may contact later for clarification, if needed.

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