
Staff Interview Guide Content Areas & Sample Items

Content Area	Sample Items
Comprehensive care delivery	<ul style="list-style-type: none"> • <i>Is there a designated team for SPNS patients and if so, is it documented in the chart?</i> • <i>How often does the team meet to discuss SPNS patients? Please tell us about both informal and formal meetings.</i> • <i>Is there a care plan documented in the chart?</i>
Patient-centered care delivery	<ul style="list-style-type: none"> • <i>What discussions do you have around patient's self-management of health care? How is this information documented?</i> • <i>Are there specific guidelines or tools that you use with patients to help them make decisions about their health care needs and treatment?</i> • <i>How does the agency document end of life wishes for the target population?</i>
Coordination of care	<ul style="list-style-type: none"> • <i>What staff is going out to the field and community to provide medical care and other support services to the homeless populations?</i> • <i>How are behavioral health services documented in the medical chart?</i> • <i>How do you follow up on emergency room visits and inpatient hospitalizations?</i>
Enhanced access	<ul style="list-style-type: none"> • <i>Is there open access (walk in appointments) for HIV, primary care and behavioral health services?</i> • <i>Are there weekend and evening hours for HIV, primary care and behavioral health services?</i> • <i>How are reminders about health care appointments especially for maintenance provided to patients?</i>
Ensuring quality and safety	<ul style="list-style-type: none"> • <i>What quality measures are being collected for this patient population?</i> • <i>Does the organization use any clinical support decision tools? If yes, in what areas?</i> • <i>Are there regular patient satisfaction surveys or other measures of patients' experiences? Are these given to SPNS patients?</i>
Impacts of payment reform	<ul style="list-style-type: none"> • <i>Are any reimbursement changes associated with your PCMH?</i> • <i>Are there specific patient populations among the SPNS target group that have challenges in obtaining health insurance coverage?</i> • <i>What roles are SPNS intervention staff playing in payment reform?</i>
