



Brown Primary Care Transformation Initiative

Adult Patient Qualitative Interview Core Question Guide

I. Interviewer introduces him/herself, and explains: “This practice has chosen to be part of a project to make some changes to improve its delivery of health care. This interview is part of the information we’re collecting to better understand the patient experience of getting care in this practice. I’ll be audio recording this interview to ensure that I don’t miss any of what you say. Before we start, please take a look at this consent form that explains your participation in this interview.

II. Explain and read consent form. Ask for and answer questions. Obtain signature. Keep one signed copy; provide participant with a signed copy.

III. OK, thanks. So let’s get started.

1. How long have you been coming to this practice?
2. Tell me a few words you would use to describe this practice. Why did you choose these words?
3. Tell me about what it’s like, from your perspective, to come to this practice for medical visits.
4. Do you generally see the same provider(s) when you come to this office? How do you feel about that?
5. Tell me about all the people in this practice who are part of your healthcare.
 - a. Please give me an example of how you’ve noticed that they work together to provide your care.
 - b. Do you feel like you’re part of your health care team? In what way?
6. Do you feel like you get the care you need, when you need it? Why or why not? In what ways?
7. Tell me what usually happens when there is a decision to be made about treatment.
 - a. How much of an explanation do you usually get from your providers here?
 - b. In what ways are you involved in the decision making?
8. What are some good things about coming to this medical practice for health care?
9. What are some things that you don’t like so much about coming to this medical practice for health care?
10. What are some things that could be changed or improved about how this practice functions? [Probe for what bothers the person the most.]
11. Have you heard of the term: “Patient Centered Medical Home”? Yes/No
 - a. If yes: What have you heard? What do you think about these ideas?
If no: Let me read to you a short description of the Patient-Centered Medical Home:
The Patient-Centered Medical Home is a new model of providing health care in order to provide patients with more of what they need to improve their health. The Patient-Centered Medical Home includes changes in the way that healthcare is delivered. Examples of such changes are:
 - more flexible ways of scheduling patient appointments;
 - using computerized medical records to improve efficiency;
 - using a team approach in the practice to make best use of each staff person’s skill sets and involve more people than just the doctor in the patient’s care;
 - and finding ways to develop a more patient-centered approach to care.
 - b. What do you think about these ideas?
12. And my last question: Would you recommend this practice to other people? Why or why not?