



Brown Primary Care Transformation Initiative

Medical Office Provider and Staff

Qualitative Interview Core Question Guide

I. Interviewer introduces him/herself, and explains that this interview is part of the evaluation data we're collecting to better understand the PCMH transformation process at this practice. "This initial interview will help the Brown team better tailor transformation guidance to the specific needs of this practice. Before we start please read this consent document that explains your participation in this interview."

II. Explain informed consent document. 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. Please tell me your exact role in this practice. [Include training/occupation (e.g. physician, CNA, etc); job title; and job description]
2. How long have you been working here?
3. What are a few words you would use to describe this practice?
4. Tell me about what it's like, from your perspective, to work in this practice. [Probe for why].
5. What are some good things about how this practice functions?
6. What are some things that could be changed or improved about how this practice functions? [Probe for what bothers the person the most: "point of pain"].
7. Would you say that employees here do the work they were trained to do? In other words, do they have the opportunity to do all that they were trained to do? Why or why not? Please give me some examples.
 - a. [Probe for: asked to do things they're not trained to do; redundancy in effort; lack of clarity in job role; etc.]
8. Do you feel like you have the support from your co-workers to get your job done well? Why or why not?
9. Do you feel like you have the resources you need to get your job done well? Why or why not?
10. Would you characterize this practice as one where people work together as a team? Why or why not? Please give me some examples.
11. Who are the people who really get things done in this practice regarding making changes people would like to see? How do they do this?
12. What happens when people in the practice disagree about the way things should function here?
13. How does change happen in this practice?
 - a. Please give me an example of how something in the practice has changed in the last 6 months.
14. What happens when you feel like you want to make suggestions for changes?
 - a. How do you know if your voice is heard?
15. In what ways does this practice stay connected to the surrounding community?
16. What are some goals you personally have about how the practice might evolve in the next few years?
17. In what ways are you hoping the Brown transformation team will help?