

**Goldman R, Parker DR, Brown J, Walker J, Eaton CB, Borkan JM. Recommendations for a Mixed Methods Approach for Evaluating the Patient-Centered Medical Home. *Ann Fam Med.* 2015;13(2):.**

**Supplemental Appendix 10. Brown Follow-Up PCMH Clinical and Staff Interview Questions**



## **Brown Primary Care Transformation Initiative**

### **Medical Office Clinician and Staff Follow-up Interviews**

### **Qualitative Interview Core Question Guide**

1. In what ways has your practice undergone transformation in the past [state time since starting project or since last interview]?
2. How would you describe your PCMH transformation progress?
3. In what ways is the progress your practice made this year what you had anticipated?
  - a. What helped make this happen?
  - b. What problems had to be overcome?
4. In what ways is the progress different from what you had anticipated?
  - a. Why do you think this happened?
5. At this point, what is your vision for your practice as a PCMH?
  - a. What are some goals you personally have about how the practice might evolve in the next few years?
  - b. What do you see as important next steps for the practice?
  - c. Do you think your practice will be able to achieve these goals and make these steps? Why or why not? What would help you achieve these goals? [Probe for whether continuing facilitation is something they think might help, and how.]
6. How has your role in PCMH transformation evolved over the past year and a half or so?
7. Who else in the practice has taken on a PCMH leadership role? What have they done?
8. What changes have occurred regarding communication within the practice?
  - a. How has this worked out?
9. How are the staff at the front desk involved in the PCMH transformation process?
10. How are other staff involved in the PCMH transformation process? [probe for MAs; nurses; nurse care managers; other providers; PAs; NPs; administrators; billing staff; call center staff; etc. ]
11. How is information about PCMH transformation communicated throughout the practice?
  - a. How is it communicated to patients?
12. How has patient-centeredness changed in this practice?
  - a. What has led to these changes?
13. What elements of the practice are still not very patient-centered? How might this be improved? What barriers do you see to increasing patient-centeredness at this practice?
14. How is patient input obtained for this practice?
  - a. How has this changed?
15. Do you think patients are engaged in the PCMH transformation process? If so, in what ways? If not, why not?
16. What changes do you see in how staff members in all roles *interact* with each other?
  - a. What has led to these changes?
17. What changes do you see in how staff members in all roles *work* with each other?
  - a. What has led to these changes?
18. What changes do you see in how patients and staff interact?
  - a. What has led to these changes?
19. Overall, what do you think about the future of this practice as a PCMH?