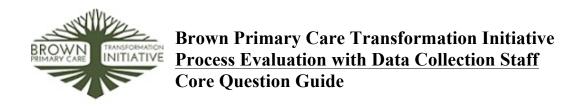
Goldman R, Parker DR, Brown J, Walker J, Eaton CB, Borkan JM. Recommendations for a Mixed Methods Approach for Evaluating the Patient-Centered Medical Home. *Ann Fam Med.* 2015;13(2):.

Supplemental Appendix 14. Brown Process Evaluation Focus Group Questions



CONDUCTING EVALUATION DATA COLLECTION:

- 1. Which sites have you been involved with for evaluation? We'll discuss your reflections about each site separately. Which site would you like to start with?
- 2. What is your overall assessment about how the evaluation procedures went at Site X? What makes you say this?
- 3. Let's consider the quantitative surveys first.
 - a. How did you recruit people for surveys? (each role/type) Barriers/Facilitators. Who was involved in helping you with recruitment?
 - b. What were some barriers to smooth completion of the sets of surveys?
 - c. Which surveys were more difficult to get completed? Why do you think this is so?
 - d. Which staff roles or types of patients were more difficult to complete the surveys with? Why do you think this was so?
 - e. When survey administration went well, what do you think facilitated this?
- 4. Now let's consider the qualitative observations, interviews, pathways
 - a. What do you think about the participant observation that you conducted at the site? Where did you situate yourself? Was it fruitful time spent? Why/why not?
 - b. How did you recruit people for interviews and pathways? Barriers/Facilitators. Who was involved in helping you with recruitment?
 - c. What were some barriers to smooth completion of the interviews and pathways? Which were more difficult to get completed? Why do you think this is so?
 - d. Which staff roles or types of patients were more difficult to interview or conduct pathways with? Why do you think this was so?
 - e. When interviews and pathways went well, what do you think facilitated this?



Brown Primary Care Transformation Initiative <u>Process Evaluation with Transformation Facilitation Staff</u> Core Question Guide

PROVIDING TRANSFORMATION FACILITATION

- 1. At this point, how would you describe the role of transformation facilitator?
 - a. How has this changed over your time working as a facilitator? Why do you think this is so?
- 2. How have you learned how to be a transformation facilitator?
- 3. Which sites have you been involved with for transformation? Which site would you like to start with?
- 4. How would you say transformation is going at this site? What makes you say this?
- 5. In what ways has your assessment of how transformation is going changed since we last had a process evaluation discussion about this?
- 6. What has been the general attitude of the practice providers and staff toward transformation work?
 - a. What is their demeanor when you are working with them on transformation initiatives?
 - b. Which providers or staff members seem to be most engaged? Why do you think this is so?
 - c. Which provides or staff members seem little engaged? Why do you think this is so?
 - d. How do you think this has affected transformation progress at this site?
- 7. What are some barriers to transformation progress?
- 8. What are some facilitators?
- 9. What has surprised you? (positive and negative)
- 10. Have there been any events at this practice or that affect this practice that may have had an effect (positive or negative) on transformation success at this practice?
- 11. What is the progress of any change initiatives that were underway at the time of our last focus group?
- 12. What change initiatives has the practice begun since our last process focus group? How are they going?
- 13. Describe an example of a transformation initiative that the site is having some success with.
 - a. What/who particularly has helped with this success?
- 14. Describe an example of a transformation initiative that the site is having difficulty with. a. What/who is getting in the way of progress?
- 15. What are some problems that you have helped the site solve? How did this happen? How do you feel about your role in this problem resolution?
- 16. How do you feel overall about your role in practice transformation with this site?
- 17. What are some things that you think you did particularly well?
- 18. What are some things that you realize might have been better done differently?
- 19. What are some strategies that you think might be helpful to implement going forward?
- 20. What insights about transformation have you gained from working with this practice?
- 21. What resources (of any type) did you access to help your transformation work with this practice?
- 22. Are there other resources (of any type) that you think would have been useful to have had access to while working with the practice in the last 4 months?