

My name is _____. I am from NYU School of Medicine. We are evaluating the HealthyHearts NYC (HHNYC) program, which has provided practice facilitators (PF) to practices to help make changes that can improve quality of care for patients with cardiovascular risk factors. Are you familiar with the HealthyHearts NYC program? (If not: HHNYC is part of a national initiative that is studying the impact of practice coaching or facilitation on the adoption of guidelines for aspirin use, BP and cholesterol management and smoking cessation). We are here today to ask you some questions about your experience working with your practice facilitators [PF NAME] from the Community Health Care Association Of New York State (CHCANYS) on this project.

The interview will take approximately 40 minutes and will be audio recorded. Your responses will remain confidential and the information will not be linked to specific practice sites or individuals. Your participation in this study is voluntary. You may request at any time that we stop the interview or turn off the audio recording.

Do you have any questions? May I begin?

Let's start by getting a little history about you and this practice

Part A. External Context/Environment

I'd like to start by asking you about your role and your practice.

1. Can you describe your role in this practice? How long have you been working at this practice? What's your role on the HealthyHearts NYC QI team?

Part B. Internal Practice Context

Let's talk more about your specific practice

1. In the morning when you get into the office, how does the day start? *PROBE:* Who do you interact with on the staff? How do you interact with the provider(s)?
2. In some practices, the staff operates independently and in others they operate as a team. How would you describe this practice?
PROBE: Can you give an example of ways in which the staff work together/interact with providers (staff works as extenders for clinicians –education, referrals, follow up appointment, meet regularly to coordinate work and meet regularly with clinicians to make decisions about patient care, huddle every day)
3. How does staff communicate with each other?
PROBE: Regular staff meetings?
PROBE: With clinicians?
4. [If there are staff meetings] What is the purpose of staff meetings?
PROBE: Who leads them? What kinds of issues are discussed?
5. If you want to make a change in this practice how does that happen?
PROMPT: Example, changes in workflow/staffing, system changes, adoption of new clinical guidelines, whether or not to adopt something like Patient Centered Medical Home (PCMH)?
PROBE: What is the process for making a change? (e.g. through formal regular meetings with the clinicians (if more than one) or more informally?)

PROBE: Are staff included in decision-making? If so, by what process? [If not, how are changes communicated to staff]

6. Can you give me an example of a recent change you made in the practice and how that was implemented?

PROMPT: Could be related to a change in patient care or the way you are using the EHR to manage patient care?

7. How comfortable are you about suggesting new ways to do things in this practice?

PROBE if not comfortable: Tell me more about that, what are some reasons you are not comfortable?

PROBE if comfortable: Can you give an example of something you suggested and how it was received?

8. Does this site have any prior experience with formal quality improvement efforts? For example working on improving rates of breast cancer screening through changes in the EHR or workflow. If so, can you tell me more about that?

Part C. Intervention: Experiences with HHNYC

Now I'd like to ask you some questions specifically about the HealthyHearts NYC program. Your Practice Facilitator (PF) [PF NAME] has made [X] visits since the study started. Have you personally met with the PF? How much contact do you personally have with the PF?

1. Was this project introduced to you and other staff before it started?

PROBE: If was introduced to the project ask- What was your initial impression after learning about the project?

2. Is the practice leadership supportive of and involved with this project? For example, the medical director or (lead) provider? If so, in what ways? If not, why do you think that is the case?

3. How would you describe your practice facilitator's role?

PROBE: How would you describe his/her relationship with you and the rest of the practice?

PROMPT: Consultant, member of practice?

4. I'd to talk about some specific changes that you may have worked on with [PF NAME]. Can you describe an example of a specific recent practice change you have made as part of the HealthyHearts NYC project? For example, [PF NAME] may have worked on new workflows

PROBE: What was the process for making the change?

PROBE: Why did you decide to work on this particular change? What else have you worked on?

5. [PF NAME] may also have also worked with you making changes in your EHR and how you use EHR data.

PROBE: Use of registries, dashboard, Center for Primary Care Informatics (CPCI) reports and tools

PROBE: Specific examples.

PROBE: Has the practice made any changes in how it uses the EHR since it's been receiving assistance from the PF?

6. What has been most helpful about working with [PF NAME] on the HealthyHearts NYC program?

PROBE: Specific examples of what they have worked on (clinical huddle usage, office workflow redesign, dashboard review, referral workflow, CPCI support tools like pre visit planning, registries, referral management, measure analyzer).

7. Are there things missing from the program – services or expertise that would be useful to have?
8. Was the intervention intensive enough? Did the number and duration of visits from [NAME] seem adequate to make real and lasting change? Was it more than enough, too many visits?
9. When this project ends, which changes that you have made do you think the practice will be able to maintain? What changes do you feel the practice may not be able to maintain? PROBE: Which they aren't able to sustain and why

Part D. Experiences with CHCANYS (time permitting)

I'd like to end by asking you a question about your previous experience working with CHCANYS

1. Can you give me a specific example of how CHCANYS facilitators have helped you in the past that is, prior to the HealthyHearts NYC program and your current work with PF?

Is there anything we haven't asked about that you want to talk about or think we should know?

[TURN OFF AUDIO RECORDER]

I've turned the audio recorder off. Is there anything you would like to add before we conclude?

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