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 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 talk about your role and practice.

1. How old is this practice site? How long have you been the/a lead clinician at this site? Can you describe your role?
   [NOTE: if not a clinician: How long have your worked at the practice site?]

2. What are your biggest challenges related to running this practice site?
   PROMPT: Examples like funding/reimbursement, lack of information technology expertise, staff turnover, cultural and language and patient socioeconomic status
   PROBE: How are you addressing these challenges?

3. How are state and national quality programs or new payment models affecting your practice?
   PROMPT: New York State Delivery System Reform Incentive Payment Program (DSRIP), Advanced Primary Care, Uniform Data System reporting.
   PROBE: Which programs specifically and what practice changes are you making to meet the goals of these programs? (SPECIFIC EXAMPLES)

4. Has your practice received Patient Centered Medical Home (PCMH) status? Why did you decide to apply for PCMH recognition? (if no, why did you decide not to apply). How was the decision made? Probe: by single doc or with staff input

5. To what extent do you network with other colleagues outside of this practice setting? *PROBE:* venues? Information exchanges?
   PROBE: what about with stakeholders like state and national policy makers or community organizations.

Part B. Internal Practice Context
Let's talk more about your specific practice
1. What is the role of the support staff in this practice?
   PROBE: Specific examples of how staff contributes to patient care (patient education, appointment scheduling, care management, referrals)
   PROBE: What type of support would you like to have that is missing?

2. In the morning when you get into your office, how does the day start?
    PROBE: Who do you interact with on the staff? Is this typical for other providers in this center?

3. Do you have a quality improvement (QI) team? If yes, what is their role?
    PROBE: do they come together only for new projects or is it a standing committee? Who are the members?

4. 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 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]
    PROBE: Role of QI team if not addressed above.

5. 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?

6. I know your health center has some prior experience with formal quality improvement efforts? Is that correct? If so, can you tell me about a recent QI effort?

7. How important is it to set organizational goals for quality measures?
    PROBE: What is the process for deciding practice goals? Who is involved? What guides the selection of goals and quality measures for the practice?
    PROBE: How do you monitor your goals? (Example: dashboards, feedback reports?)
    PROBE: How are the goals communicated to others in the practice?

8. A lot of the QI efforts center around optimizing practices' use of their EHR. What have you found most useful in using your EHR?
    PROBE: Examples of ways in which they are using EHR to manage patient care
    PROBE: Are there specific challenges with using your EHR?

9. I know your practice participates in the Center for Primary Care Informatics (CPCI) data warehouse. Why did you decide to participate in sharing data with CPCI and becoming part of that program? What has your experience been with the program
    PROBE: How have you used the program resources? Running performance reports? Strengths and weaknesses of the program?

10. I'd like to ask a couple of more questions related to patient care and access to care. What are the challenges you are facing in terms of assuring adequate patient access?
    PROBE: how deal with same day visit, weekend, and evenings?

11. How do you help patient's access community programs to help them deal with cardiovascular risk factors? For example, there are a number of community resources for patients like the New York State Smokers' Quitline. What programs do you refer patients to? How are these referrals made?

PROBE: What has your experience been referring patients to these resources? Challenges in identifying community resources?

12. What are the biggest challenges facing your patients with cardiovascular disease risk factors in terms of maintaining or improving their health? Please provide specific examples.

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.

1. What influenced the decision to participate in this project?
   PROBE: How was the decision made?
   PROBE: by you, with or without input from providers and staff?
   PROBE: How will HHNYC help you meet goals related to new policies?

2. Did you introduce this project to staff? Other providers? If so, how?

3. How would you describe your facilitator's role?
   PROMPT: consultant, member of practice. PROBE relationships with the provider and staff

4. I'd like talk about the specific changes that you may have worked on with [PF NAME]. For example, your PF may have worked with you on enhancing team care and population health management. Can you describe an example of a specific practice change you have made as part of the HealthyHearts NYC project?
   PROBE: Why did you decide to work on this particular change? How prioritize which changes you will make?

5. [PF NAME] may also have also worked with you making changes in your EHR and how you use EHR data. How has your use of your EHR changed since you have been working with [NAME]?
   PROBE: What about changes in use of CPCI functions related to HHNYC?
   PROBE: Specific examples like use of registries, dashboard, other reporting tools.

6. What has been most helpful about working with [NAME] on the Healthy Hearts program?
   PROBE: specific examples of what they have worked on (dashboards, patient lists to improve call backs, creating templates, community linkages, referral resources).
   PROBE: What was least helpful?
   PROBE: What was least helpful?

7. What has been the biggest challenge in making the changes we just discussed? Please provide an example.

8. When this project ends are there changes you have made that you will be able to maintain?
   PROBE: Why and which they aren't able to sustain and why

9. What has been the change you've made in the context of this project that you think has had the biggest impact? Please provide a specific example and why.

10. There have been other aspects of the program including webinars, expert consultations, and collaborative meetings. Have you or other providers or staff experienced any of the other parts of the program? Why not?

11. Are there things missing from the program?
    PROMPT: services or expertise that would be useful to have?

12. Was the intervention intensive enough? Did the number and duration of visits from [PF NAME] seem adequate to make real and lasting change?

Part D. Experience with CHCANYS (time permitting)
There are a few questions we'd like to ask about your work with CHCANYS in general.

1. What are some reasons you work with CHCANYs?
   PROBE: specific examples of how past CHCANYS' sponsored projects have helped them meet their goals?

2. How confident that your center can continue to adapt to the regulatory environment without external assistance from groups like CHCANYS? Why? Why not?

3. What other types of support will you need to continue to meet your practice and patient goals? Please provide specific examples.

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?