

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.

1. How old is this practice? How long have you been in practice? How long have you been the/a lead clinician at this practice?
2. Have you always practiced as a solo provider OR in a small practice?
PROBE if always solo: What are some reasons you decided to practice as a solo provider/small practice setting?
PROBE if previously practiced in larger setting: What are some reasons you moved to a small practice? Have you ever tried to expand the number of providers? Do you have any plans to do so?
3. To what extent do you network with other colleagues outside of this practice setting?
PROBE: Venues? Information exchanges
4. Is this practice affiliated with other practices or health care organizations in any formal way? For example, is the practice part of an Independent Practice Association (IPA) or affiliated with a hospital?
PROBE If yes: Why did the practice join this group? (Advantages?) Did you play a role in that decision? What have been your experiences with the group? (Positive, negative)
PROBE If no: Have you considered joining an IPA, ACO or other affiliation? Why or why not?

Part A. Internal Practice Context

Let's talk more about your specific practice

1. Can you tell me what your biggest challenges are related to running your practice?
PROMPT: For example problems with reimbursement from insurers, lack of IT expertise, staff turnover, Patient characteristics like cultural and language challenges
PROBE: How are you addressing these challenges? Can you tell me about your staff?
PROBE: Roles and examples of how they support the practice (e.g., administration, referrals, patient education)?

2. What type of support would you like to have that is missing? (IT person, care manager)
3. How do you interact with staff at the start of the day? PROBE: do you huddle to pre plan visits for the day or to discuss other issues?
4. If you want to make a change in this practice, how does that happen?
PROMPT: For example changes in workflow, staffing, adoption of new clinical guidelines, whether to adopt PCMH.
PROBE: Can you give me an example of a recent change you made and 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]
5. Can you describe any experience you have had with PCIP or some other group working on a quality improvement project like a project to improve diabetes care or tobacco use treatment?
6. Has this practice set goals for clinical outcomes?
PROBE: For example setting a goal that 80% of patients with HTN will achieve BP control. If not why not? And if they do how are the goals monitored? How are they communicated to others?
7. A focus of a lot of the quality improvement programs is to optimize the use of the EHR to improve patient care. How does your practice use EHR data to manage patient care?
PROMPT: For example, do you use templates or alerts, or dashboards and registries to monitor quality measures like Hemoglobin A1Cs for diabetics?
PROBE: Can you give me an example of what you have found most useful in using your EHR? Are there specific challenges with using your EHR? Examples?
8. Sometimes it can be challenging to link patients to programs they need. How do you help patient's access community programs to help them deal with cardiovascular risk factors or other health problems?
PROBE: What programs do you refer patients to? What has your experience been referring patients to these resources?
PROBE: Challenges in identifying community resources?
9. What are the biggest challenges facing your patients with cardiovascular disease risk factors?
PROBE: In terms of maintaining or improving their health?
PROBE: For specific example/s maintaining/improving health, making their appointments during working hours, finding urgent care

Part B. 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. How was the decision to enroll in this project made?
2. Did you introduce this project to your staff? [If relevant, other providers?] If so, how?

3. How would you describe your facilitator's role?
4. I'd like 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 or developing dashboards and performance reports.
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. What are the key changes [PF NAME] helped you make to your EHR?
PROBE: How has your use of the EHR changed since you have been receiving assistance from your PF? Specific examples: like use of registries, dashboard, other reporting tools?
6. What has been most helpful about working with [PF NAME] on the Healthy Hearts program?
PROBE specific examples of what they have worked on (e.g. dashboards, patient lists to improve call backs, creating templates, community linkages, referral resources).
PROBE: What was least helpful?
7. When this project ends, are there made that you will be able to maintain?
PROBE: What changes do you feel you may not be able to maintain? Why?
8. Thinking about the HHNYC project, what do you think has had the biggest impact and why?
9. I just want to ask a couple of more questions about the program, How did the frequency and length of visits feel? Were there enough visits, too many?
10. There were also other aspects of the program including webinars, expert consultations, and collaborative meetings. Have you experienced any of the other parts of the program?
PROBE if Yes: What did you find most helpful about the other parts? What did you find least helpful?
PROBE if No: What are some reasons you either decided not to participate or were not able to participate in other parts of the program?
11. Are there things missing from the program – services or expertise that would be useful to have?

Part C. Small Practices and Other Contextual Factors

There are a few more questions I'd like to ask about your practice more generally

1. The number of small practices is decreasing in the US. Can you tell me what you think is the value of small practices like yours?
PROBE: for a story/example of value to patients, impact on quality
2. What are the challenges in remaining a solo/small practice?
PROBE: Specific examples? What are the advantages?
3. How confident are you that you can continue to adapt to the regulatory environment without external assistance from groups like PCIP? Why? Why not?

4. What other types of support will you need to continue to meet your practice and patient goals?
5. Are you aware of the new payment models under MACRA or new value based quality payment programs for Medicare patients? Can you describe how this change will affect your practice?
PROBE: What changes are planned in the practice in response to the new payment models?
6. 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).
PROBE: What was the role of PCIP in helping you gain PCMH recognition?

Part D. Experience with PCIP (time permitting)

I'd like to end by asking you about your previous experience working with PCIP

1. How have they helped you in the past?
2. Why do you continue to work with PCIP? What is the value?

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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