

EHRD EVALUATION SITE VISIT DISCUSSION GUIDES

D. GUIDE FOR COMMUNITY PARTNER SITE COORDINATORS

In the event that we cannot ask all questions in the following guide during a contact, question priority is reflected in the question numbering scheme. Numbered questions will always be asked during the discussion. Lower-case lettered questions are to be asked unless time is unusually short. Italicized questions are prompts to remind our staff of details to cover during discussion of the question.

a. Experience Recruiting Practices to the Demonstration

1. Please briefly describe the strategy for recruitment.
2. How easy or difficult was it to recruit practices to the demonstration?
3. What were their major questions and concerns?
4. What were the key reasons or factors that led practices to participate in the demonstration?
5. What concerns did practices have, and how were those overcome?
6. What kinds of practices were more and less interested in participating?
Those at different stages of thinking about and implementing EHRs?
Smaller/larger?
Urban/rural?
Underserved areas/other areas?
Affiliated or not with a larger organization?
7. In the end, what kinds of practices (or physicians) that expressed initial interest signed on and what kinds decided against participation?
8. If you could do it over, what if anything would you do differently regarding recruitment?

b. Practice Needs for the Demonstration to be Successful

1. What do the demonstration practices need to be successful under the demonstration?
 - a. Money? (*How much, for what?*)
 - b. Knowledge? (*Such as models for implementing EHRs*)
 - c. Skilled people? (*Own staff, availability of consultants*)
2. What types of practices have the greatest needs?

c. Plans for Working With/Facilitating Assistance to Practices

1. What plans does the site coordinator have for working with or otherwise facilitating assistance to practices in implementing their EHR and using it for care management?
2. How well does the overall level of assistance fit with the overall level of need?
3. To what extent are control group practices also receiving similar assistance?

4. How is assistance being provided under this effort unique (or not) relative to assistance to be provided by the regional extension centers?

d. Perceptions of Practices' Progress Under the Demonstration

1. Do you have a sense of whether the participating practices that did not yet have EHRs are making progress in EHR implementation under the demonstration at this early stage?

2. Do you have a sense of whether and how the announcement of meaningful use incentives within Medicare and Medicaid has had an effect yet on practice's progress or plans?

3. Do you have a sense for whether participating practices are as yet embracing the demonstration's emphasis on improving quality outcomes—that is, are they thinking in terms of using their EHR for care management functions to improve quality? Are they implementing care management functions yet?

4. What, if any, relationship does the meaningful use incentives have to their thinking on care management functions at this point?

5. Please tell us any early success stories you know of.

6. Do you see any particular roadblocks ahead that could lessen the demonstration's effectiveness?

7. Is there concern that the quality of care for conditions not being measured will suffer, if the practices shifts focus toward the outcome and process measures that are being evaluated?

e. Other (non-EHRD) Health Information Technology Activities in the Site

1. Are there any community-wide or provider-specific initiatives to promote health IT adoption or health information exchange in the market area?

2. Is there anything going on other than the demonstration with pay-for-performance in the market area?

3. [If yes:] How if at all is that affecting the thinking or actions by practices regarding care process changes that might improve performance?

4. Is there anything else going on in the area that is affecting what practices are doing or planning with health IT or care management?

5. Has participation in the demonstration affected whether or how the practices market themselves?