

## Practice Coach Key Informant Interview 1: Individual practices

Date of interview:

Name:

Practice of focus:

Interviewer:

### Individual sites:

1. Describe the intervention from start to finish for each practice:
  - a. What activities occurred?
  - b. What change methods, strategies, tools from toolkit were used?
  - c. What change methods, strategies, tools not from toolkit were used?
  - d. Who was involved in each encounter?
  - e. What role did they play?
  - f. What was your role in them?
  - g. What were the outcomes of each encounter? Of each core activity? Of overall coaching intervention?
  - h. What were the unanticipated or iatrogenic effects of the intervention?
2. What changes did the practices make as a result of the coaching?
  - a. With point of care decision supports?
  - b. Clinical information systems?
  - c. Self-management support?
  - d. Delivery system design?
  - e. Health system organization?
  - f. Community linkages?
3. Did practice coaching play a role in (each change)? If so what? Where there other factors also promoting change? If practice coaching not a cause, what caused change?
4. How sustainable do you believe these changes are (by change): 1 year or less, greater than a year?
  - a. Why?

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5. What factors facilitated the practice coaching intervention at this site? What factors impeded it?
  - a. At system level
  - b. Organization level
  - c. Practice level
  - d. Provider level
  - e. Staff level
  - f. Patient level
  - g. Community level
  
  - h. If not long term, what would be required to support changes long-term?
  
6. Overall, how effective do you believe the intervention at this site was on scale of 1 (not at all effective) to 10 (extremely effective)? If not a 10, in your opinion, what would it take to make the intervention a "10"?
  
7. On a scale of 1 to 10, how would you rate the Toolkit use at this site on a scale of 1 (not at all useful) to 10 (very useful)? If not a 10, what would it take to make it a 10?
  
8. As a practice coach, how satisfied were you with the training, support and intervention process at this site on a scale of 1 (not at all satisfied) to 10 (very satisfied)? If not a 10, what would it take to make it a 10? If a 10, what makes it a 10?

**All sites combined:**

9. How were the practice coaching interventions different from each other? How were they similar? And Why?
  - a. By process
  - b. By content
  - c. By focus
  - d. By use of Toolkit
  - e. By barriers and facilitators
  - f. By outcomes
  - g. By satisfaction with process
  
10. Please sort practices into 3 groups, not effective, moderately effective, very effective coaching intervention. Then order from most to least within each category.
  - a. What made (specify practice) more successful than (specify practice)?
    - i. At system level
    - ii. Organization level
    - iii. Practice level
    - iv. Administrative level
    - v. Clinical management level
    - vi. Staff level
    - vii. Provider level
    - viii. Patient level
    - ix. Community level

11. Overall, how effective do you believe the intervention was on scale of 1 (not at all) to 10 (extremely effective)? If not a 10, in your opinion, what would it take to make the intervention a “10”?
12. On a scale of 1 to 10, how would you rate the Toolkit? If not a 10, what would it take to make it a 10?
13. As a practice coach, how satisfied were you with the training, support and intervention process on a scale of 1 to 10? If not a 10, what would it take to make it a 10? If a 10, what makes it a 10?