

eAppendix. Sample Interview Guide

Primary Care Transformation Effectiveness Interview Guide

Individual Contribution

- Tell us about your role in implementing Autopend
 - When did you start working on the project?
 - What were your responsibilities?
 - Describe in detail a typical day of doing tasks specific to the implementation?
 - How much time did it take to complete each responsibility?
 - Could we perform an outlook calendar/email search to give a more accurate representation?
 - Who else was involved with each responsibility?
 - Any additional time spent on the project outside of working hours eg. thinking/brainstorming?
- What resources and information do you have for the implementation (eg. Outlook meeting dates, agendas, meeting minutes, budgets, accounting documents, power point presentations, training materials, etc)?
 - Could we please have copies of these materials?
- How long has been your involvement in the process of implementing autopend?

Questions about Others Involvement

- What were others role(s) in implementing Autopend?
 - What are the tasks associated with this?
 - How much time did it take to complete each?
- Any other people that she was meeting with?

Funding

- What was the decision process for deciding how much money would be allocated to the project?
 - Was there a budget proposal?
 - Other data/documents used?
 - What kind of budgeting practice is used eg. bottom line?

- How accurately did it reflect what actually occurred with the project?
- If budget modifications occurred when project was implemented
 - Who determines modifications to the budget?
 - What is the decision process for making a change?
 - Data/documents needed?
- If NO budget, how did you cover the costs?
- What are the overall fiscal implications of the implementation?

Resources/Organizational Expenses

- What were some of the resources/organizational expenses associated with the project?
 - Purchasing equipment/hardware/software?
 - Hiring personnel/reallocating job responsibilities?
 - IT work?
 - Building/reallocating facility space?
 - Staff trainings (days and hours)
 - Anything else?
 - Please specify specific costs of each
 - If you do not know, who has knowledge and/or documentation of each?

Who would you recommend we talk to in order to learn more about how this project was developed and implemented, specifically regarding costs? (Leadership and clinical level)

What else should we know? What did we not ask that we should have? What more do you have to add?