

## APPENDIX 1: INTERVIEW GUIDE

### 1) Goals of the Oncology Pilot

- ▶ What is your understanding of the goals of the Vermont Oncology Pilot?
- ▶ Are these the right goals?
- ▶ Are some goals being neglected?

### 2) Incentive Systems

- ▶ What do you understand to be the major incentive system changes?
- ▶ From your point of view how do these changes work?
- ▶ Do these changes lead you to behave differently? Why and why not?

### 3) Data Systems

- ▶ What are the important elements of the data being generated by the innovation?
- ▶ Why did the electronic data sharing not work as hoped? Was this failure a disruptive problem?
- ▶ How did the care plan system work? Were they of use? How is patient care data being shared now?
- ▶ Which elements do you use routinely?
- ▶ Why do you make use of some and not others?
- ▶ What is the valued added of different elements?

### 4) Care Coordination

- ▶ What are the important elements of the care coordination innovations?
- ▶ What is the role of the care coordinators and social worker?
- ▶ What is your perception of the value of care management assistance?

- ▶ What is your perception of the value of information and support for referrals and feedback among clinicians?

#### 5) Workforce

- ▶ How has staffing changed as a result of this innovation?
- ▶ What is your view of staff preparedness for these new roles?

#### 6) Evaluation of the” valued added” by each innovation element

- ▶ Meetings and planning, including information shared and information learned, impact on patients.
- ▶ Team building within and across organizations.
- ▶ The “cost” of each innovation element from the clinician’s point of view, including time and attention.

#### 7) Patient Feedback

- ▶ Do you perceive that these changes are visible to patients?
- ▶ Have patients provided you with any feedback on program elements?
- ▶ What has the feedback been and what lessons can be drawn?

#### 8) Institutional Changes in support of the state-wide innovation

- ▶ What additional institutional process changes? Have changes extended to the physician behavior? To inter-organizational information sharing?
- ▶ How was clinicians’ input incorporated into the institutional response to the innovation?
- ▶ What are the perceived barriers to success and changes in approach that might be of use?

- ▶ What are clinical behavioral changes, including decision-making and communication with colleagues, staff, management, families and patients?

9) Learning Organization and feedback failures

- ▶ Was feedback from providers translated adequately to allow timely process changes?
- ▶ Were the lessons of the first years translated to providers adequately to alter perceptions or use new models?