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Table S.1: Main Interviews Topics

Respondent's background
<ul style="list-style-type: none">• Time at practice and involvement in PCMH• Knowledge of patient experience survey
Practice history of PCMH-recognition
<ul style="list-style-type: none">• PCMH-recognition history• Motivation for pursuing PCMH• Resources or supports provided from network/organization for PCMH changes
Patient experience survey data
<ul style="list-style-type: none">• Type of patient experience survey (including CAHPS and CAHPS PCMH)• Duration and use of patient experience survey• Experience using CAHPS PCMH survey
Use of patient experience data during PCMH transformation
<ul style="list-style-type: none">• How patient experience survey results were used to make PCMH changes• Monitoring and data dissemination processes for patient experience surveys
Patient experience distinction from NCQA
<ul style="list-style-type: none">• Experience and plans for Patient Experience Distinction
Trends in patient experience
<ul style="list-style-type: none">• Trends in patient experience and targeted areas of improvement• Public reporting and pay for performance experience
Details of PCMH transformation changes
<ul style="list-style-type: none">• Major achievements of PCMH change• Changes in provision of care and services based on PCMH standards• Use and integration of electronic medical record (EMR)