**Practice Name:**

**Interviewee(s):**

**Date:**

**Interviewer:**

**Financial**

* Describe the process you use for evaluating new or existing managed care contracts. How do you decide if the contracts are acceptable for your practice?
* Have you ever considered any risk based contracts? If yes, how have they worked out?
* Describe the process your practice uses for making capital infrastructure decisions.
* Do you have the ability to extract clinical and financial data from your practice electronic medical record, practice management system?
* Do you have any incentives are built into your compensation structure for providers or other staff? (RVUs, quality measures, etc.)

**Infrastructure**

* As a practice, do you have clinical and operational policies and procedures? How do you ensure adherence to practice P&P?
* How do you currently interact with your community (other providers/patients/local resources)? Electronic communication? Portal?
* Describe your current QI function. How are new measures incorporated into QI, who participates, how is information shared? Do you currently maintain QI data (clinical, operational, patient experience)? Who gathers and how?
* Have you received recognition from NCQA or any other organization on the way your practice delivers care? If so, what recognition? Can you describe the process you went through to achieve recognition? How well has it been sustained? How has it been sustained?

**Capabilities**

* Describe the role of clinical leaders in driving clinical improvements. How have you created this culture? How is it sustained?
* Do you have systems to support practice? (EMR, PM, secure messaging, HIE) How are these systems maintained?
* Does your practice have systems that make it easy to provide high quality care (visit templates, care teams, easy to use EMR, etc.)?
* Describe the training of new staff and existing staff members. Do you currently use “care teams”? How are care team responsibilities shared, trained and reinforced?
* Can you describe the types of reports you are able to generate from your EMR? How do you use information from your EMR to make decisions?

**Capacity**

* For large practices only - How would you respond to the statement, “We just can’t take on another initiative?” Why does or doesn’t this ring true for your practice?
* Are you adequately staffed (right now) to deliver the care to your patient population? If no, why not? Any challenges to staffing?
* Do you have the staff you need to make improvements/expand services/reach new populations? If no, why not?
* Do you conduct patient and/or staff satisfaction surveys? Is so, what do you do the information?

*Note: This Assessment is intended to guide interview. It is not intended to be completed by a practice representative without the guidance of the interviewer.*