Why we are asking these questions:

*It will help us understand how best we can support you if you choose to take part in Integrated Supportive Care (one:carepath)*

1. What is the PCNs organizational structure?

Statistics:

## # Clinics

## # Members

## # Practice Facilitators

## # Panel Managers

1. What is the PCN’s goal? The big plan?

## Strategic plan

1. What is the PCNs approach to change?

## Current focuses

## What’s working well?

## What are the challenges?

## What are the gaps?

1. Does the PCN have medical leadership (physicians)?
2. Where is the PCN in their Patient Medical Home journey? (PMH implementation)

## What EMRs are being used in clinics?

## Is there IT Support?

## Is there panel identification & maintenance processes established and acted on?

## Do clinics have a person responsible & accountable for panel processes?

1. Tell us about your PCNs Quality Improvement (QI) Journey to date

## Whose job is it to engage & support members with the work of change?

## On the ground

## Has the relationship

1. Physicians
2. Clinic Managers
3. Team members
4. How have you engaged clinic staff to participate in QI?

## Skill of QI & facilitation

1. Is there current QI work happening in Physician Offices?
2. What are the expectations of practice teams?
3. Tell us about the most important aspects of the following roles:

## Practice Facilitator Role

## Panel Manager

## Others (e.g. CDM nurse)

1. How do you balance work/scope of PFs/panel manager role/others?

## Has the PF role changed in the last 5 years? (History)

## Where does the PF role fit, what is their work, who do they work with internally and what does that look like?