

**Interview/observation of KBC MMAs
May 2012**

- Review process maps from last visit – update to reflect changes
 - addition of tasks
 - elimination of tasks
 - change in tasks

- Do you use KeyHIE? In what circumstances? (*show us*)

- When and how do you use Wisdom? (*show us*)

- What are the various means you use to communicate with the care managers? (*e.g., Wisdom, phone*)

- When do you work/interact with GHP MMAs?

- What are the challenges you face when doing your work?

- What have you been able to do to make your job easier?

- What do you like most about your job?

- What could be done to make your job easier?

- What could be done to make your job more satisfying?

- Do you have anything to add? Do you have any questions for me?

Work system obstacles and facilitators

- Health IT
- Role definition/interactions with CMs
- Training/skills
- Tasks
- Workload
- Physical environment and physical tools
- People support/resources
- Organizational set-up/design (KBC/GHP)