

## **APPENDIX 1**

### **Semi-Structured Interview Guide**

#### General experience with quality improvement plans

- Could you describe your experience with quality improvement plans?
- What is your experience with the quality improvement plan process? How do you feel about the quality improvement plan process?
- What do you think has been the impact of quality improvement plans on quality of care in your organization?
- What do you think has been the impact of quality improvement plans on access to care in your organization?
- What do you think has been the impact of quality improvement plans on integration of care in your organization?

#### Innovation-level factors affecting adoption of innovations

- What do you think of quality improvement plans?
- What are the barriers to/issues with using the quality improvement plans, if any?
- What are some areas for improvement with the quality improvement plans, if any?

#### Individual-level factors affecting adoption of innovations

- What is your experience with quality improvement? How do you feel about quality improvement?
- How do you view/feel about quality improvement plans?
- How do others in your organization view/feel about quality improvement plans?

#### Organizational- and structural-level factors affecting adoption of innovations

- Is there dedicated time and resources for staff to complete and utilize the quality improvement plans?
- Do staff have the appropriate skills to monitor and evaluate the impact of quality improvement initiatives?
- What was the culture of your organization with respect to quality improvement prior to and after the implementation of quality improvement plans?

#### Relevance of performance indicators

- Are the performance indicators in the quality improvement plan relevant (i.e. valid, reliable, accurate) assessments of the quality of care in your organization?

#### Wrap-up questions

- Is there anything else I haven't asked you about that you'd like to add?
- The responses you have provided may stimulate some additional questions or need for further clarification. If so, may we contact you in the future?