

# Interview guide – PHN representatives

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The questions below are intended as a guide to help you prepare for your interview. Our approach is flexible, and we may deviate from these questions to fully explore your perspectives and experiences.

We will begin the interview by asking you to introduce yourself and your role and responsibilities with regards to the PHN Commissioning of Multidisciplinary Teams program.

## Questions

**Could you please start by introducing yourself and your role?**

**How did you originally design your model of care? (For example, how did you select which conditions or chronic diseases to target? Patient group? Workforce model? Intervention approach?)**

**What was your commissioning approach?**

- Did you commission GP clinics and ACCHOs or multidisciplinary teams? Did you use an open/closed tender, or did you approach them directly?
- How competitive was the field? (i.e. were multiple GP clinics and ACCHOs in contention?)
- How did you decide who was successful? (e.g. value for money, established sector relationships, cultural appropriateness, ability to deliver the services in a timely manner?)
- Did you approach any GP clinics/ACCHOs that chose not to participate? Why did they not want to participate?

**How is your PHN supporting GP clinics/ACCHOs and multidisciplinary teams to implement the program?**

**How do you monitor program implementation and outcomes?**

- How do you use this data to inform quality improvement or address performance issues?

**What have been the main challenges in implementing the program? How have you overcome these?**

- What factors have been key to effectively implementing the program?

**Have you made any changes to your planned model of care?**

- What was modified? Why, when and how? What has been the impact of these changes?

**Have you seen any early changes in your PHN's relationships with local GP clinics, ACCHOs and multidisciplinary services?**

**How have your early experiences influenced the way your PHN will commission multidisciplinary services?**

**Have you noticed any impact of the program on the primary care workforce in your region such as retention or satisfaction?**

**Do you have any final comments?**

If you think of anything else that you'd like to add, please feel free to email us at [phn.mdt.eval@ahaconsulting.com.au](mailto:phn.mdt.eval@ahaconsulting.com.au).