**Part 1 — CHC DIRECTOR/ADMINISTRATOR INDUCTION INTERVIEW**

### GENERAL QUESTIONS ABOUT THE SAMPLED CHC

- **Physicians and certain medical providers who work at the sampled CHC are listed to determine who gets sampled. Collected data for each include:**
  - Name, address, and telephone number of the CHC if update needed
  - Name, greet name, title, telephone number, and email address of the CHC director or alternate contact
  - Provider name, provider type [Medical Doctor (MD), Doctor of Osteopathy (DO), Nurse Practitioner (NP), Physician Assistant (PA), or Certified Nurse Midwife (CNM)], and specialty (if applicable)
  - Expected visit volume during the 7-day reporting week

- **How would you classify this center?**
  - Federally-funded CHC (330)
  - Federally Qualified Health Center, but not federally funded (330 look-alike)
  - Urban Indian (437) Health Center
  - None of the above

- **On average, in a normal year, how many weeks does the CHC at this location see patients?**

### QUESTIONS ABOUT VARIOUS ADMINISTRATIVE COMPONENTS OF THE SAMPLED CHC

- **Is the CHC at this location certified as a patient-centered medical home? If so, by whom?**
- **Does this CHC at this location report any quality measures or quality indicators to either payers or to organizations that monitor health care quality?**
- **How many full-time and part-time providers work at the CHC?**
  - Include physicians and advanced practice providers [e.g., physician assistants (PAs), nurse practitioners (NPs), certified nurse midwives (CNMs), clinical nurse specialists (CNSs), certified registered nurse anesthetists (CRNAs), etc.]
  - If applicable, are the PA’s, NP’s, CNM’s, CNS’s, or CRNA’s patients logged separately and do they bill for services using their own NPI number?

### QUESTIONS ABOUT THE ELECTRONIC HEALTH RECORD (EHR) SYSTEM CURRENTLY USED

- **Does the CHC use an electronic health record (EHR) system? If yes, the questions continue:**
  - In which year did the CHC install the current EHR system?
  - Does your current system meet meaningful use criteria as defined by the Department of Health and Human Services?
  - What is the name of the CHC’s current EHR system?
  - Are there plans for installing a new EHR system within the next 18 months?
QUESTIONS REGARDING THE CHC’S REVENUE AND CONTRACTS WITH MANAGED CARE PLANS

- What percent of your CHC’s revenue comes from the following sources?
  - 330 grant
  - Title 5 Grant or contract
  - Other federal grant
  - State/local grant
  - Individual, corporation or foundation grants or donations
  - Medicare
  - Medicaid/CHIP
  - Patient payments
  - Other (including private insurance, Tricare, VA, etc.)

- Roughly, what percentage of the patient care revenue received by this CHC comes from managed care contracts?

- Roughly, what percent of this CHC’s patient care revenue comes from each of the following methods of payment?
  - Fee-for-service
  - Capitation
  - Case rate (for example, package pricing/episode of care)
  - Other

- Are you currently accepting new patients into the CHC? If yes, are the following accepted:
  - Capitated private insurance
  - Non-capitated private insurance
  - Medicare
  - Medicaid/CHIP

- Which are methods that describe basic compensation for providers at CHC (e.g., fixed salary, etc.) and factors for physician/provider’s compensation at the CHC (e.g., provider’s productivity, patient surveys, etc.)?

- Does the CHC set time aside for same day appointments?

- On average, about how long does it take to get an appointment for a routine medical exam?

QUESTIONS ABOUT YOUR ELIGIBILITY FOR NAMCS AND GENERAL CHC CHARACTERISTICS

- Which of the following categories best describes your professional activity: patient care, research, teaching, administration, or something else?

- Do you directly care for any ambulatory patients in your work?

- At how many different office locations do you see ambulatory patients?

- In a typical year, about how many weeks do you not see any ambulatory patients (e.g., conferences, vacations, etc.)?

- Are you likely to see any ambulatory patients at the current office location during your 7-day reporting week?

- Are there other CHC locations where you normally would see patients, even though you will not see any during your 7-day reporting period?

- During your 7-day reporting week, how many days and visits do you expect to have at this CHC location?

- During your last normal week of practice, how many encounters of the following type did you make with patients:
  - Direct patient care (hours)
  - Telephone consults
  - Hospital visits
  - Other home visits
  - Nursing home visits
  - Internet/e-mail consults

- Roughly, what percent of your daily visits are same day appointments?

QUESTIONS ABOUT YOU AND YOUR PROFESSIONAL DEGREE

- What is your year of birth?

- What is your sex?

- What is your highest medical degree (e.g., MD, DO, Nurse practitioner, Physician assistant, Certified nurse midwife, other)?

- What is your primary and secondary specialty?

- What is your primary and secondary board certification?

- What year did you graduate from medical school?

- Did you graduate from a foreign medical school?