

FIGURE W 1

OBSERVATION TEMPLATE OF BROAD TOPICAL AREAS FOR FIELD WORKERS TO USE WHILE OBSERVING IN PRACTICES AND COLLECTING FIELD NOTES

Template for Observational Field Notes of Practice

Environment

Community: Size, type of population, major employers, SES, etc

Neighborhood: Urban/suburban/rural, major roads, competing practices, etc

Office: Physical appearance, external/internal structure, size, etc

People

Staff: Type, number, roles, collegiality, etc

Clinicians: Number and relationship with partners; collegiality, style of practice; degree of affiliation with patients; etc

Patients: Demographics of patient population; patients' perceived acuity of needs, expectations, satisfaction; participation in plan of care; etc

Competing demands

Within encounters

Outside encounters

Office functions/operations

Internal office efficiency

External office efficiency

Prevention/education

Types of services offered

Presence/use of materials, flow sheets, reminder systems, etc

Variation in delivery of preventive services

Chart

How is the record constructed?

How is the record used?

Who uses the record?

Type of chart and process for updating, filing, etc

Study

Process

Problems/suggestions

Overall impressions/personal feelings

SES denotes socioeconomic status.