

Appendix 2 (as supplied by the authors): Interview guide for PACE in MM Objective

Qualitative Study

Healthcare Providers/Decision Makers

Thank you for agreeing to talk with me today. I am going to ask you about your experience here at X (location of the program). At this time, I'd like to remind you that this interview is audio recorded as per the Letter of Information.

First let me ask you some basic questions. What is your:

1. Age
2. Profession
3. Year graduated
4. Title of current position
5. How long have you worked here at X (program location)

The Program: Now we are going to talk about the program and its various components.

1. Can you describe the program and how are you involved?
2. What are your overall views on the program and does it meet your expectations?
3. In your opinion, what facilitates the program activities?
4. How do these facilitators influence the content and the effectiveness of the program?
5. In your opinion, what are the barriers you face with the program?
6. How do these barriers influence the content and the effectiveness of your program
(Probe: Poor health literacy, low socio-economic status)?
7. Are there any contextual factors with regards to this program that serve as facilitators or barriers (Probe: space, time, distance, organizational issues)?

8. a) How do the services of your program assist patients in managing their multiple chronic diseases? Probes: How do they assist patients who are vulnerable (gender, low literacy, ethnic minority, low income, disabled)?
b) In what ways has the program (either in implementation, access, or impact) differed for male and female patients if at all? Can you elaborate on your observations about this?
9. How would you describe the impact of the program on patients, their family, and other stakeholders? What is the impact on patients and their families who are more vulnerable?
10. How does the program enhance the patient motivation to take charge of their health and health care?
11. How does your program address the transition and coordination of care for persons with multiple chronic diseases? How do you address patients who are more vulnerable (gender, low literacy, ethnic minority, low income, handicapped)?
12. How do you know when you and your colleagues are providing patient centered partnerships?
13. How do you ensure a patient is a member of the care team? Probe: what ways can patients attending your program participate more in the decision of the way care is provided?
14. If your patient runs into problems or a crisis, what do you do? Can you provide an example when your patient ran into a problem or crisis? How did the program respond?
15. Would you call your group of providers a "team"? YES/NO
16. What helps your team/program and other providers work together?

Probes:

Communication

Leadership

Differences of opinion

Conflict resolution strategies

17. What thoughts do you have about how this program can be sustained?
18. What are your thoughts on how this program could be expanded and adopted by other health care providers working with patients with multimorbidity?

That concludes our formal interview. Is there anything you would like to add or explain? Thank you.