

## **Primary care providers: individual interviews or Focus group**

This part of the study aims to understand current primary care practice with newcomers with obesity and/or diabetes, as well as elicit providers' mental models of what resources and services newcomer patients can access for support to address social determinants of health. We will work with clinic managers to determine the most appropriate method for providers, either individual interviews or lunch-hour focus groups. The goal is to understand current practice including barriers and facilitators as well as providers' awareness of available resources and services within healthcare, community, or other public services.

During the interview, participants' responses can be supported with questions such as "Can you tell me more about this? Could you describe this using a specific example from your practice?" Interviews are conversational, semi-structured, and focus on eliciting participants' accounts of their practice. This guide provides a memory aid for interviewer that includes key domains of inquiry for which data is to be collected. This research follows interpretive qualitative methodology where data collection and analysis are iterative and intertwined processes. Questions may be added if they arise as important to answering the overall questions.

### *Interview guide*

**Focus: Approach to diabetes and obesity management and experiences of and challenges with engaging with migrants with diabetes and/or obesity**

#### *Preamble*

First I would like to briefly explain how we understand our work around obesity. Our goal is to help improve the health of the whole person. When we talk about obesity, we talk about a chronic condition with problems that impact a person's health and life, such as heart problems or pain or difficulty moving around. We are not concerned with weight loss or body size if someone is healthy. We understand obesity as a chronic disease that has many different, complex causes and drivers, including physiological, genetic, lifestyle, socio-economic, cultural, and psychological factors.

#### *Warm-up questions:*

1. How long have you been practising in Edmonton at this clinic. Are you a member of a PCN?
2. How often do you see patients with from different ethnocultural backgrounds. E.g. South Asia (India, Bangladesh, Pakistan,..), Africa ?
3. From which ethno-cultural communities?
4. How much of a concern is obesity and/or diabetes in your newcomer patient panel?

*Content questions:*

1. Can you describe your experience with caring for newcomer patients with obesity and/or diabetes?
2. What are your concerns and challenges that impact on how satisfied you are with the care you are able to provide for this population?
3. Could you describe any resources that you can refer patients to or collaborate with for the benefit of newcomer patients with obesity and/or diabetes?
  - a. Within healthcare, within your PCN or within AHS
  - b. In the community
  - c. Other public services and resources
4. In your opinion, what resources and services are needed for this population to improve their health?
5. Can you talk about a specific examples of a newcomer patient with obesity and/or diabetes and the care plan you developed for this individual?