

Supplementary Material

Health Care Home implementation in Otago and Southland: a qualitative evaluation

Gagan Gurung^{A,B} BPH, MPH, MA, PhD, *Stuart Barson*^C MA, *Marc Haughey*^C BSc, MRes and *Tim Stokes*^{A,B,*} MA, MPhil, MBChB, MPH, PhD, FRNZCGP

^ADepartment of General Practice and Rural Health, Dunedin School of Medicine, University of Otago, PO Box 56, Dunedin 9054, New Zealand

^BCentre for Health Systems and Technology (CHeST), Dunedin School of Medicine, University of Otago, PO Box 56, Dunedin 9054, New Zealand

^CWellSouth Primary Health Network, Level 2, 333 Princes Street, Dunedin 9016, New Zealand

*Correspondence to: Email: tim.stokes@otago.ac.nz

Interview Topic Guide

- Brief introduction and thank you for your time
- Introduce self
- Highlight specific points from the information sheet:
 - o study details/aims
 - o confidentiality
 - o opportunity to refuse to answer any questions with no explanation necessary
 - o we can stop the interview at any time
- Consent to audio-record our interview today
- Collect written consent
- Now we will get started on the interview questions...

Areas to explore with the practice staff

1) (Briefly) describe your role within the HCH practice.

- o Can you tell me how long you've worked at the practice?
- o How long have you been working in your current role?
- o What is your current role?
- o Can you tell me how did you become involved with the HCH project?

2) What are the key areas of focus of HCH for the practice?

- o Could you tell me about your experience with the implementation and operation of the programme?
- o What has worked well and what has not to implement these components? Why?
- o What is the practice doing to deal with actual/same day needs of patients?
 - o PROBE—specifically for call management, telephony, phone triage, appointment slots
- o What is the practice doing to address the needs of patients with long-term conditions?

- PROBE—specifically for risk stratification, care-coordinators, shared care planning
- How is the practice dealing with the needs of routine cares to patients?
 - PROBE—specifically for patient portal, alternative to face-to-face consults, integration of care, health inequities
- What is the practice doing to increase efficiency in its operation?
 - PROBE—specifically for the use of space, new professional roles
- How is the HCH initiative utilising technologies to increase access, quality, and efficiency and improve patient experience?
- How patients/whānau are being engaged in the HCH initiative?
- What your practice has been doing for Māori?

3) What do you see as the benefit of the HCH initiative? Please explain.

Prompts:

- What roles did the HCH play in practice efficiency?
 - What are your views on the effect of the HCH to address the actual/daily needs of patients?
 - What is the impact of the initiative to address the needs of long-term conditions?
 - Could you tell me how you think the HCH initiative has made a difference to service/care integration?
 - What do you think about the role of the HCH to address inequity? Addressing high need population? Māori?
 - What roles did the HCH play in improving patient experience and outcomes? How?
 - To what extent do you think the above changes are attributable to actions taken through the HCH initiative?
- 4) Overall, what do you think of the HCH initiative? What do you like the most about this initiative? What do you like the least about this initiative? Why?

Conclusion

Is there anything more you would like to add? Thank you so much for your participation in the interview. Your opinions are very valuable to the study.

Interview Topic Guide

- Brief introduction and thank you for your time
- Introduce self
- Highlight specific points from the information sheet:
 - o study details/aims
 - o confidentiality
 - o opportunity to refuse to answer any questions with no explanation necessary
 - o we can stop the interview at any time
- Consent to audio-record our interview today
- Collect written consent
- Now we will get started on the interview questions...

Areas to explore with the practice staff

1) (Briefly) describe your role within the HCH practice.

- o Can you tell me how long you've worked at the practice?
- o How long have you been working in your current role?
- o What is your current role?
- o Can you tell me how did you become involved with the HCH project?

2) What are the key areas of focus of HCH for the practice?

- o Could you tell me about your experience with the implementation and operation of the programme?
- o What has worked well and what has not to implement these components? Why?
- o What is the practice doing to deal with actual/same day needs of patients?
 - o PROBE—specifically for call management, telephony, phone triage, appointment slots
- o What is the practice doing to address the needs of patients with long-term conditions?

Interview Topic Guide

- Brief introduction and thank you for your time
- Introduce self
- Highlight specific points from the information sheet:
 - o study details/aims
 - o confidentiality
 - o opportunity to refuse to answer any questions with no explanation necessary
 - o we can stop the interview at any time
- Consent to audio-record our interview today
- Collect written consent
- Now we will get started on the interview questions...

Areas to explore with the practice staff

1) (Briefly) describe your role within the HCH practice.

- o Can you tell me how long you've worked at the practice?
- o How long have you been working in your current role?
- o What is your current role?
- o Can you tell me how did you become involved with the HCH project?

2) What are the key areas of focus of HCH for the practice?

- o Could you tell me about your experience with the implementation and operation of the programme?
- o What has worked well and what has not to implement these components? Why?
- o What is the practice doing to deal with actual/same day needs of patients?
 - o PROBE—specifically for call management, telephony, phone triage, appointment slots
- o What is the practice doing to address the needs of patients with long-term conditions?

- PROBE—specifically for risk stratification, care-coordinators, shared care planning
- How is the practice dealing with the needs of routine cares to patients?
 - PROBE—specifically for patient portal, alternative to face-to-face consults, integration of care, health inequities
- What is the practice doing to increase efficiency in its operation?
 - PROBE—specifically for the use of space, new professional roles
- How is the HCH initiative utilising technologies to increase access, quality, and efficiency and improve patient experience?
- How patients/whānau are being engaged in the HCH initiative?
- What your practice has been doing for Māori?

3) What do you see as the benefit of the HCH initiative? Please explain.

Prompts:

- What roles did the HCH play in practice efficiency?
 - What are your views on the effect of the HCH to address the actual/daily needs of patients?
 - What is the impact of the initiative to address the needs of long-term conditions?
 - Could you tell me how you think the HCH initiative has made a difference to service/care integration?
 - What do you think about the role of the HCH to address inequity? Addressing high need population? Māori?
 - What roles did the HCH play in improving patient experience and outcomes? How?
 - To what extent do you think the above changes are attributable to actions taken through the HCH initiative?
- 4) Overall, what do you think of the HCH initiative? What do you like the most about this initiative? What do you like the least about this initiative? Why?

Conclusion

Is there anything more you would like to add? Thank you so much for your participation in the interview. Your opinions are very valuable to the study.

- PROBE—specifically for risk stratification, care-coordinators, shared care planning
- How is the practice dealing with the needs of routine cares to patients?
 - PROBE—specifically for patient portal, alternative to face-to-face consults, integration of care, health inequities
- What is the practice doing to increase efficiency in its operation?
 - PROBE—specifically for the use of space, new professional roles
- How is the HCH initiative utilising technologies to increase access, quality, and efficiency and improve patient experience?
- How patients/whānau are being engaged in the HCH initiative?
- What your practice has been doing for Māori?

3) What do you see as the benefit of the HCH initiative? Please explain.

Prompts:

- What roles did the HCH play in practice efficiency?
 - What are your views on the effect of the HCH to address the actual/daily needs of patients?
 - What is the impact of the initiative to address the needs of long-term conditions?
 - Could you tell me how you think the HCH initiative has made a difference to service/care integration?
 - What do you think about the role of the HCH to address inequity? Addressing high need population? Māori?
 - What roles did the HCH play in improving patient experience and outcomes? How?
 - To what extent do you think the above changes are attributable to actions taken through the HCH initiative?
- 4) Overall, what do you think of the HCH initiative? What do you like the most about this initiative? What do you like the least about this initiative? Why?

Conclusion

Is there anything more you would like to add? Thank you so much for your participation in the interview. Your opinions are very valuable to the study.