Program description and implementation findings of MyCare: enhancing community mental health care in Tasmania, Australia

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Appendix S1

Interview and Focus Group Session Guide

Demographic Assessment: Clients

1. What is your age?
2. How long have you been apart of the MyCare program?
3. Are you engaged with other services? If so please describe.

Focus Group or Interview Assessment: Clients

Please note the questions are a broad guide only and the questions asked are guided by the interview or focus group

Frequency of use
1. How often do you see your MyCare worker?
2. Is this sufficient for your needs? Why/ why not?

Referral Process
1. Can you reflect on the referral process, what was your experience of being referred into the program? Was it complicated or straightforward?
2. Anything you would change about the referral process?

Experience of the staff
1. What is your experience of the MyCare staff?
2. How would you evaluate your worker's ability to support you in your goals
3. To what extent have the MyCare team been respectful in their interaction with you? Please describe
4. To what extent have the MyCare team been able to answer any questions you had? Please describe

Evaluation of the implementation of the program
1. In regard to the characteristics of the program, which has been useful to you and why?
2. In regard to the characteristics of the program, which has been least useful to you and why?
3. To what extent has the program met your needs? Please describe
4. How does the program differ to other programs you have engaged in?
5. Other than this interview, have you been able to offer your worker any feedback regarding their work with you?
6. As part of the program have you been supported in referrals to other health care providers?
7. As part of the program have you been provided the opportunity to expand on your skill set?
   a. *Probes: through a TAFE course, or diploma, work experience*
8. Is there anything that the program does not provide you with that you wish it did?

9. If you could make a change to the program – what would it be? Why?
10. If you could keep something about the program what would it be?
11. If you had your time over, would you engage in the program again? Why/ why not?
12. How will you feel once the program comes to an end?
13. Would you recommend this program to other people similar to you?
14. Is there anything else you would like to say?

Demographic Assessment: MyCare Staff

1. What is your age in years?
2. Can you please describe your role in the MyCare program?
3. How long have you been delivering the MyCare program?

Focus Group Assessment: MyCare Staff

Please note the questions are a broad guide only and the questions asked are guided by the focus group

Frequency of use
1. On average, how often do you visit your clients?
2. Have you been able to attain this level of frequency throughout the duration of the program?
3. Do you think this level of contact meets the needs of your clients? Why/ why not?

Evaluation of the implementation of the program
1. In regard to the characteristics of the program, which has been useful to your clients and why?
2. In regard to the characteristics of the program, which has been least useful to your clients and why?
3. Does the program differ to other community-based mental health programs in Tasmania?
4. Other than this interview, have you been able to offer your organisation any feedback regarding the delivery of the program?
5. To what extent do you feel confident in delivering this program to your clients?
6. To what extent are the resources that you need to deliver this program available?
7. Which processes within the program do you feel facilitate its delivery?
   Probes: Data entry file, team meetings, ongoing training, assessment planning tool.
8. Which processes within the program do you feel impede its delivery?
   Probes: Data entry file, team meetings, ongoing training, assessment planning tool
9. How would you describe the support you have been provided with to deliver the program?
10. Would you like to add anything else?

Demographic Assessment: MyCare Stakeholder

1. What is your age in years?
2. Can you please describe your role in the MyCare program?

Interview Assessment: MyCare Stakeholder

Please note the questions are a broad guide only and the questions asked are guided by the interview

Frequency of engagement
1. On average, how often do you meet with other stakeholders to discuss MyCare? Is this sufficient?
2. Do you feel that meeting with the other stakeholders has made a positive or negative impact on the program? Please describe

Evaluation of the implementation of the program
1. In regard to the characteristics of the program, what would you evaluate as most useful to the client group and why?
2. Which intervention characteristics would you evaluate are least useful to the client group and why?
3. Does the program differ to other community-based mental health programs in Tasmania? If so how
4. Other than this interview, have you been able to offer the organisation any feedback regarding the delivery of the program?
5. Have you received any feedback from other stakeholders regarding the delivery of the program? If so what
6. To what extent are the resources available for the program to be adequately delivered?
7. Which processes within the program facilitate its delivery?
   Probes: Data entry file, team meetings, ongoing training, assessment planning tool.
8. Which processes within the program impede its delivery?
   Probes: Data entry file, team meetings, ongoing training, assessment planning tool
9. How would you describe the support the staff have been provided with to deliver the program?
10. Would you like to add anything else?