

## INTERVIEW QUESTIONS FOR HEALTH PROFESSIONALS

Purpose of the interview: to get your perspective on the usefulness of the maps. Summary of what the health professionals' participating patient/s said about their map.

We interviewed [patient] about who they saw as caring for them, we're finding lots of people involved in [patient's] in one way or another, I don't imagine you'd know or even need to know everyone in [patient's] community but I'd be interested to hear who are the people you're aware of?

How do you work with those people to care for [patient] to meet his/her needs?

Who would you say has an overview of [patient's] care?

Can you please tell me about how you communicate with other carers?

In terms of the total care needed by [patient], how do you know or find out about what's important to them and incorporate that into your practice?

Can you describe any barriers to providing effective integrated care?

We're interested in exploring your perspectives on areas of possible benefits:

How might the maps assisted with continuity of care when multiple people are providing care?

Are there other ways in which the maps may add value to care?

So what do you see as the problems and challenges of introducing such a system?

Let's say we can address some of the challenges, how do you think we should proceed with the maps?

What do you think of the maps as a method for updating others' that don't have the same knowledge and relationship which you share with your patients?

Is there information in the maps that you wouldn't typically find in the medical record?

Did you learn anything about your patients that you didn't know before?

There's different kinds of information on the map, what of this information is important for providing care?

A person's care network changes over time and one the concerns is how to keep the maps up to date. How up to date did you find the map? How often do you think it needs to be updated?

We're thinking about for whom is the map useful, which patients or other scenarios would the maps be useful for?

What else would you like me to know from your experience? Is there anything you think I should have asked?

## ADDITIONAL QUESTIONS FOR HEALTH PROFESSIONALS WITH ONGOING ACCESS TO CARE MAPS

Have you used the care map at all?

Can we start with the process side of things, what can you tell me about the process of using the map i.e. adding to medical record, finding the map, navigating?

Did you set up any alerts to remind yourself of the maps' existence?

Did you ever look at the maps? When?

Can you think of any examples that illustrate where the maps helped/could help?

We're interested in how the people in a person's care community share a vision of care about what the patient would like for their care and their version of best outcomes. What's your perspective on the text box on the care map?

## PHONE INTERVIEW GUIDE

You've been nominated by [Patient] as a person who may benefit from having a copy of their map. Do you mind if I record our conversation, it's hard to take notes while we talk – it's for my records and if we use anything you say in the study it'll be anonymous. A care map is a representation of all of the people and services that support them to live well and we're doing a study to find out if there's any benefits to having these maps for people, their family and health professionals.

Do you know the map I'm referring to?

What do you make of the maps?

Has it been useful in anyway?

What would make it more useful?

Given your role in patient's care, is this information useful to you?

Do you have a sense of who's doing what in patient's care? How would you normally keep track of who's doing what?

Can you think of a scenario where it might be useful?

## EMAIL QUESTIONS

As I mentioned, you have been nominated by [Patient], a participant in our care maps study, as important health professionals involved in his care who may benefit from having the care map that we produced with [Patient] as part of our research. [Patient] has given us consent to share this with you.

The care map is a representation of all of the people and services that support [Patient] to live well. We're conducting a study to find out if there's any benefits to having these maps for people, their family and health professionals before we take the research any further.

I have attached [Patient's] care map. We're interested in exploring your perspectives as [profession] on areas of possible benefits. I would be grateful if you could please reply with your thoughts on the maps with regards to the following questions:

What do you think of the map?

How might the map be used as a tool for coordinating and integrating care?

When might this information be useful to you?

What kind of patients would this be useful for?

Can you think of other uses or applications?