

Exploring perceptions of continuity of care among people with long-term mental disorders in Denmark

Interview guide

Topic	Questions - probes
Personal information	<ul style="list-style-type: none"> • Name? Age? • Civil status? Children? • Education? Occupation? • Psychiatric diagnosis/diagnoses? Somatic diagnosis/diagnoses? • Number of years of experience within the mental health care system?
Personal experiences	<ul style="list-style-type: none"> • Can you tell us about your experiences within the mental health care system (with special emphasis on the last three years)? • Can you draw a timeline over the last three years, starting with today and then going backwards? • How many services do you receive now? During the last three years? • How many action-plans and contacts within the mental health care system do you have now? During the last three years? • How many individual contact persons/service providers are you in contact with now? During the last three years? • When was the help and support good? Please give concrete examples. • When was the help and support less good? Please give concrete examples. (Interviewer refers to the timeline) • Please add your first meeting with the mental health care system on your timeline.
Exploring the concept	<ul style="list-style-type: none"> • What do you associate with continuity of care? • How is continuity of care important? What forms of continuity of care are important to you? What is important in this form/these forms of continuity of care?
Barriers and facilitators	<ul style="list-style-type: none"> • Do you presently get any help in navigating the system? Do you need help to navigate the system? • What do you think about your possibilities to navigate the system? • Do you experience, that your different contacts in the system know each other's work? In your experience, how do they work in relation to each other? Do you experience coordinated services and care? • What works well in the interaction between your contacts and the services you receive e.g. medical, social and/or occupational? What works less well? What may be in the way of a good interaction? How could it be better from your point of view?
Significant dimensions	<ul style="list-style-type: none"> • What is/has been your most important contact(s) in the mental health care system? How? Why? • What is important for a good illness trajectory? • What would have been helpful in your experience?
Final questions	<p>We are approaching the end of the interview...</p> <ul style="list-style-type: none"> • Do you have anything to add regarding your contacts in the mental health care system or your experiences of continuity of care? • What made you sign up for this study? • Something you expected us to inquire about, that we haven't come across?