Semi-structured schedule for in-depth interviews

This semi-structured schedule intends to serve as a guide that outlines **key questions**, and **probes** that will be used to collect information from study participants. (Probes will be used selectively based on participants responses).

Opening

- [Begin by establishing rapport, shaking hands, etc.]
- **Introductions**: My name is Myron Godinho, and I am a PhD Student at UNSW. My supervisors are Drs. Siaw-Teng Liaw, Md. Mahfuz Ashraf and Padmanesan Narasimhan. For my PhD Research, I am researching the role of Digital Health, Social Enterprise and Citizen Engagement in the creation of Integrated People-Centred Health Services (IPCHS).
- **Purpose**: I would like to have a conversation with you about the Community Health Alliance that you manage, specifically with regards to the role of Digital Health, Social Enterprise and Citizen Engagement.
- **Motivation**: I will use this information to develop a case study of how the Community Health Alliance utilises Digital Health, Social Enterprise and Citizen Engagement to deliver Integrated People-Centred Health Services
- **Timeline**: This interview should take around 45 minutes to an hour, and I anticipate that further interviews of a similar duration will be required in the future, for the development of this case study. Is this alright with you?
- **Transition**: Please feel free to ask any questions at any time, or provide any information that you feel may be of relevance.

Body

- Please outline the mission & history of the CHA; when you got involved; and current, past and future CHA activities
- Which activities involve digital technologies and citizen engagement? What role do these activities play in:
    - o Coordinating health and care service delivery,
    - o Improving access for the uninsured and underinsured
    - o Implementing population-based strategies to improve the quality and efficiency of medical practice
    - o Using clinical practice to identify public health issues
    - o Implementing community-based health promotion and disease preventions efforts
    - o Improving the system of care through policy development, workforce training and research activities.

Digital Health

Digital Health is the use of any digital information and communications technology (ICT) to address health needs. It also includes e-health, m-health, health informatics and emerging computing sciences, such as 'big data', genomics and artificial intelligence.

How is information & communication technology used to enable/facilitate CHA activities? (Key question) *Probes***:**

- Which digital interventions are involved? Referral systems, telemedicine, decision support systems, etc.
- From where/whom was the software procured, installed and operated?
- Could you outline the how data is generated and utilised for each of the interventions? (draft diagram with the participant)
- What are the outcomes produced by the program and how are they being monitored & evaluated?
- How does the use of digital technology enable this? What are the barriers & facilitators/enablers?
- Are any reports, protocols or guiding documents that you use to perform these functions?
- Are there any plans for future digital initiatives as part of the CHA activities?

How does the context/ecosystem affect implementation of digital interventions in the CHA? (Key question) *Probes***:**

- Availability of trained human resources for managing the system? Is any training provided?
- Does the IT system communicate with the LHD's information system (HMIS)? (interoperability & standards)
- Access to infrastructure; network & connectivity issues; challenges to optimal functioning?
- Digital health in Primary & Social care: Use of MyHealthRecord and its effect on CHA operations?
- Existing e-governance approaches in health – how do these help engagement in CHA activities?
- Any comments on Community readiness for digital technology? What have you learned from feedback?

Social Enterprise

A Social Enterprise is a dual-purpose business entity that uses a market-based approach, and innovation to fulfil a specific social and/or environmental mission while remaining financially sustainable. As a result, it can choose to reinvest surpluses into the business or community to generate **social value**, rather than maximizing profit for shareholders/owners. We think that the CHA is a good example of a social enterprise in integrated care.

How does the social enterprise ensure that it addresses social needs? (Key question) *Probes***:**

- Why and how was the CHA enterprise started? What purpose did it aim to fulfil? Has this evolved over time?
- How was startup funding procured? What factors were involved in the start-up process? What lessons were learned?
- Could you describe the business model of the CHA? What is the value proposition it offers?
- How do you measure and report the social value created? Have you explored the use of different measures?
- Are there any guiding documents that you use? Do you have any documentation illustrating how this operates?

- What are the revenue streams? How are revenues reinvested for social value? Does this challenge financial sustainability?
- Are there innovative measures taken to lower the cost of services for the socioeconomically disadvantaged?
- Is the CHA provided with any tax incentives in consideration of the social value that it generates?

Context
- Involvement with social traders, social ventures, or other social enterprise bodies in Australia?
- Are local community members prioritised when hiring; or local businesses prioritised when sources good/services?
- Any consultant services required for CHA operation, organisational management?
- Are there any legal/regulatory frameworks used by the CHA? Have any health sector policies impacted CHA operations?
- How is the community readiness and receptiveness to CHA activities?

Citizen Engagement

Citizen engagement is the direct involvement of citizens in the processes of local governance; incuding their participation in the co-creation of services, including in needs assessment, decision-making, service design, implementation and evaluation.

What role does Citizen Engagement play in the activities of the CHA? *Probes*:
- Which stakeholders are involved in the CHA? (general public, local community, patients, caregivers, policymakers, etc.)
- In which CHA processes are each of these stakeholder (groups) involved? How does the CHA facilitate involvement?
- How would you describe the CHA-community relationship? What elements underlie this mutual understanding? (Outline: shared mission and values, interlocutors/intermediators, CHA enabling actions, community enabling actions, capacity development for engagement. Use of information campaigns, service centres, social media, budget literacy, etc.
- Are the citizens/community involved in the monitoring & evaluation of the CHA? (score/report card, surveys, etc?)
- What are the outcomes/impacts of involving the community in this way? Facilitators & barriers?
- Are there any guides/protocols that you use? Do you have any documentation illustrating how these processes operate?

What is the importance of local context in enabling citizen engagement to be effective? Factors involved? (Key question)
Probes:
- How are partnerships with community organisations established and maintained? How to ensure sustainability?
- How are partnerships measured, and what tools are used? How are the relationships formalised?
- What are some of the challenges, successes and failures that have been experienced? What lessons were learned?

IPCHS

The WHO Framework on Integrated People-Centred Health Services consists of 5 strategies described here. Looking at these strategies and sub-strategies, do they seem straightforward? Do you have any questions regarding these?
- **Based on our discussions today, which of these do you think the CHA accomplishes?**
- **How do digital technology, business innovation and citizen engagement accomplish these?**
- **Exactly which CHA activities, structures, and processes are involved in accomplishing these?**
- **What are the key contextual factors required for integrated care delivery or care integration?** *Probes*:
  - What types of external support/partnerships play an important role in CHA function?
  - What are the legal and regulatory frameworks, governance and infrastructure upon which the CHA relies?
  - What are the roles of actors (Individual, community, PHN, LHD, local council, policymakers) in CHA function?

Case comparisons
- What are some of the differences you observed when comparing the experience in Fairfield to that of Wollondilly?
- Difference in CHA objectives? Differences in outcomes? What can these differences in outcomes be attributed to?
- Differences with respect to: (1) digital technology, (2) business innovation, and (3) citizen engagement.
- How do the differences in these 3 areas translate into differences in outcomes?

Closing
- **Summary**: So to summarise, the activities of the CHA are…
  The role of Digital Health is… The role of Social Enterprise is… The role of Citizen Engagement is…
- **Maintain Rapport**: I appreciate you taking the time for this interview. Is there anything else that you feel would be helpful for me to know?
- **Could you help us establish contact with CHA stakeholder groups and representatives of partner organisations for conducting further interviews on similar issue that we have discussed today?**
- **Actions to be taken**:
  - Documents / archival records / materials to be provided:
  - I think I have all the information I need for now. Would it be alright to contact you with any additional questions?
  - After compiling this case study, would it be alright for you to review it to validate my findings and conclusions?

- I will be in touch regarding the development of this case study. Once again, thank you very much for your time.