Appendix A

Telephone Interview Guide

Welcome
Hello Dr. _____, this is Patricia Harasym calling from the University of Calgary. Thank you for agreeing to speak with me today and for participating in this interview. The interview should take about 30 minutes.

Introduction
We’ll be talking about your experiences and thoughts about supportive end-of-life care for long-term care (LTC) residents.

Confidentiality and voluntary participation
Just a reminder that your participation is completely voluntary, which means you can end the interview at any point.

I will be audio recording this interview if that’s ok with you. All your responses will be kept completely confidential.

Notes from this interview and the recordings and transcripts will be kept in a locked cabinet and in a password-protected folder on the computer. In the reports we may use individual quotes but we will not identify anyone by name. Any clinical practice or demographic information provided will be presented in aggregate. Anything you say will not be connect or traced back to you. If you do not feel comfortable discussing certain topics or addressing certain questions for any reason, you do not have to, just let me know and we will move on.

Also, I am not a clinician and am not affiliated with Alberta Health Services or any long-term care facilities. I am a post-doctoral research fellow studying under the supervision of Dr. Holroyd-Leduc at the University of Calgary, and this study is part of my post-doctoral research fellowship.

During our time together, I will first ask you some questions related to your clinical practice.

Afterwards, I will ask you to talk about your experience related to providing supportive end-of-life care for long-term care residents.

Lastly, I will ask some questions related to your demographic characteristics.

Do you have any questions for me before I ask you about your clinical practice?

I will start the audio recording now. Is that okay with you?

Clinical practice characteristics
Is your primary clinical practice located in Calgary or outside of Calgary? □ Yes □ No
   If outside of Calgary, where? _____

Is your primary clinical practice located in an outpatient clinic or in a continuing care facility? □ Yes □ No
Participant ID:_____ Date:________________

(if in a continuing care facility)
Is it in a supportive living facility, long-term care facility or a facility that combines supportive living and long-term care?

Are you a member of a Primary Care Network? □Yes □No

What percentage of your time is dedicated to clinical practice compared to academic duties such as teaching and research? □<25% □25-50% □>50%

Main interview questions
Thank you, now I will ask you some questions related to your experience caring specifically for LTC residents in your community practice.

I am interested in hearing about your experiences and perspectives including potential challenges and strategies for caring for these residents.

So, what has your experience been like providing supportive end-of-life care in LTC?
• How do you currently perceive your role as a physician in supportive end-of-life care in LTC?
  o Would you perceive your role as a physician in LTC to be changing? If so, how?
• What has been working and not working?
• What has your experience been like working with other LTC staff in providing supportive end-of-life care?
• What enhancements or improvements would you like to see in regards to supportive end-of-life care in LTC?

Probing questions on diagnosis and assessment:
• How do you screen for frailty?
• Are there any specific issues or challenges that you encountered with diagnosis or assessment for older adults with frailty?
  o What are the challenges?
  o Are there any specific issues? Can you give me an example?
  o How do you deal with these challenges?
• Are there any resources, tools or strategies that were helpful in the diagnosis or assessment of older adults with frailty?

Probing questions on care management:
• Are there any challenges in caring for older adults with frailty in LTC? These may be related to the patient, their caregivers, and/or the family involved in their care.
  o How do you deal with these challenges?
• Are there any challenges with symptom control?
  o Are there any resources, tools or strategies that help with treating these symptoms?
• Are there any challenges in managing pain?
  o Are there any resources, tools or strategies that help with pain control?
• Are there any challenges in managing psychological concerns?
• Are there any challenges in managing spiritual concerns?

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PI: Dr. Jayna Holroyd-Leduc
Version number/date: Version 1/March 25, 2018
Participant ID:_____  Date:________________

- Are there any resources, tools or strategies in general that you find helpful when caring for older adults residing in LTC?
- Do you have any suggestions that may help address the challenges that you identified or help improve care in the future for older adults residing in LTC?
- What factors or family characteristics that determine referral or a particular treatment decision?
- (If they mentioned use of specialty services such as palliative care in management): How do you use palliative care services to help you management these patients?

Probing questions on resource use:
- What resources and services do you access to care for frail older adults nearing the end of life and residing in long term care?
  o What are the major benefits about the services you currently use?
  o Do you have any suggestions for improvements to the services you currently use?
- Hypothetically, in an ideal world with unlimited resources, what kind of services would be available or what improvements could be made to help you care of frail older patients nearing the end-of-life in long term care?

Over the last year, have you referred any of your LTC residents to a palliative care physician? □Yes □No

Demographic characteristics
I would like to ask you some questions related to your demographic characteristics:

How many years have you practiced? □<10 years □10-20 years □≥20 years

What is your current age in terms of the following ranges?
□<30 □30-39 □40-49 □50-59 □≥60

What is your gender: □ Man □ Woman □ Other □

Thank you for your time in sharing your perspectives providing supportive end-of-life care for LTC residents. Your insights are very helpful.

Closing questions
- Is there anything else you would like to add or make me aware of?
- Are there any another primary care or palliative care physicians that you may know of that care for this LTC patient population that you could recommend that I speak to?
  o Are there any primary care or palliative care physicians that work the rural setting or outside of Calgary that you can nominate for this study?
- Would you like a copy of the executive summary of the study once it is complete?