

## Supplementary file 1. Description of implementation factors

DOMAIN	IMPLEMENTATION FACTOR	DESCRIPTION
<b>PROFESSIONAL SERVICE</b>	Communication with patients	Pharmacist's skills when communicating with patients.
	Time	Amount of time devoted to providing/implementing the service.
	Recruitment	Pharmacist's capability to enrol patients in the service.
	Program methodology (adequacy)	Adequacy of the records completed by the pharmacist following the service methodology.
	Bibliography	Level of use of the adequate bibliographical resources to deliver professional services included in the service.
	Complexity	Difficulty perceived for the implementation of the service in the pharmacy, described by the duration, objectives and strategies required within the program.
	Adaptability	Level to which the service has been adapted to or modified in a pharmacy, to cover the necessities of the local environment.
	Observability	Level up to which the benefits of providing the service are perceived by the pharmacist ( <i>E.g.: Improvement in results regarding health, higher satisfaction, increase in patient fidelity, improving relationships with physicians, "pull factor", etc.</i> )
DOMAIN	IMPLEMENTATION FACTOR	DESCRIPTION
<b>PHARMACY STAFF</b>	Identification	Way in which each member of the pharmacy aligns (or not) to the strategic direction of the pharmacy and his/her degree of commitment towards it.
	Awareness	Pharmacy's staff knowledge of the results derived from the provision of the service.

	Personal characteristics of the pharmacist	Qualities, features or personalities of the providers and pharmacy owners, that will act as enablers or become barriers when implementing the service.
	Motivation	Interest shown by all the pharmacy members when implementing the service and teamwork carried out to facilitate the provision of the program.
	Stage of change	Stage at which each provider sits in relation to the evolution and progress over time ( <i>E.g.: Can we improve or modify their behaviour? Does a progressive acquisition of personal skills take place in the provision of the service? Can the "Transtheoretical Model" be used to assess changes in the provider? If so, how?</i> ) <i>Precontemplation</i> <i>Contemplation</i> <i>Preparation</i> <i>Action</i> <i>Maintenance</i> <i>Relapse</i>
	Knowledge	Current training, previous knowledge or updating of the training in order to provide the service.
	Beliefs	Attitude of each member of the pharmacy towards the service and value or importance given to the program.
	Auto efficacy	Provider's self-beliefs to achieve the objectives established to provide and implement the service.
	Previous experience with physicians / other healthcare professionals	Previous work experiences of the pharmacist with physicians or other health professionals.
	Previous experience in the provision professional services	Previous experience as a pharmacist at professional services deliver for the correct provision of that service.
	Personal circumstances of the pharmacists	Personal circumstances of the pharmacist that affect the provision of the service.
	Pharmacy / Pharmacists withdrawal	Intention of renounce of the program or definitive withdrawal.

DOMAIN	IMPLEMENTATION FACTOR	DESCRIPTION
PHARMACY	Team	Abilities of the pharmacy's staff to work together as a group.
	Workflow	Way in which the pharmacy's activities are divided and coordinated amongst its staff, including how pharmacy tasks are structured, how they are performed, in what order, how they are synchronised and how this affects the provision of the service.
	Communication	Type, quantity, communication flow between the pharmacy's staff around the service.
	Objectives	The degree to which implementation objectives have been defined, communicated and achieved by the members of the pharmacy. ( <i>E.g.: Objectives for the provision of the service, objectives set to solve detected barriers, target number of patients, etc.</i> )
	Feedback	Level of feedback between pharmacy members according to the objectives related to the service.
	Priority	Perception about the importance of the implementation of the service into the pharmacy.
	Culture	Internal environment of the pharmacy that moderates the implementation of the service.
	Climate	Degree in which the pharmacist perceive that the provision of the service is supported, expected and rewarded within the pharmacy.
	Structure	Pharmacy design, age, size and maturity in relation to the provision of the service.
	Bibliographic resources	Number and quality of the bibliographical resources available at the pharmacy, relevant for the provision of the service.

	Incentives	Reasons (economic or non-economic) that determines the participation of the pharmacist and rest of pharmacy employees in the implementation of the service. ( <i>E.g.: Patient loyalty, CPD points, training, etc.</i> )
	External support	Level to which a pharmacy receives the external support required for practice change. ( <i>E.g.: Coaches, clinical sessions organised, etc.</i> )
	Internal support	Support provided by the pharmacy staff members for the implementation of the service. ( <i>Ex.: help from peers or co-workers, time needed to provide the program, etc.</i> )
	Preparation	Indicators inside of the pharmacy that show its commitment to the implementation of the service.
	Leadership	Commitment, involvement and responsibility of the head of the pharmacy towards implementing the service.
	Location of the pharmacy	Location of the pharmacy.
	Characteristics of the pharmacy	Conditions of the pharmacy itself as a physical place to provide the service (privacy, adequacy, organization of the quiet area to develop a relationship with the patient, etc.)
<b>DOMAIN</b>	<b>IMPLEMENTATION FACTOR</b>	<b>DESCRIPTION OF IMPLEMENTATION FACTOR</b>
<b>LOCAL ENVIRONMENT</b>	Demographics	Number of potential patients that could receive professional pharmacy services within the service.
	Marketing	Availability marketing material to capture the patients' attention in regards to the service.
	Network with other pharmacists	Relationship with other pharmacists to comment and share information in regards to the service.
	Network with physicians	Working relationships established between the pharmacy and its pharmacists and physicians within its surroundings.

	Physicians' knowledge and beliefs	Perception and knowledge of physicians on the necessity of providing professional pharmacy services and implementing the service through pharmacists.
	Patients' knowledge and beliefs	Patients' background and knowledge on the necessity of providing professional pharmacy services and implementing the service through pharmacists, and their own need of receiving it.
	Characteristics / personal circumstances of the patients	Qualities, attributes, personal characteristics or situations of the patients that will moderate the provision of the service.