

## Appendix 1: ISLAND Process Evaluation Interview Guides

### Group 1: Engaged with Intervention, Adherence Outcome Positive

#### Patient Health Experiences

1. Can you tell me about your understanding of your heart condition?

*Prompts:*

- What do you do to manage your care?
- Who do you turn to for help/advice (clinician, family member, friend, etc.)?
- Were you provided any resources that assisted you in understanding your condition? (e.g. pamphlets, pictures, websites)? If so, how useful or not useful were they in helping you understand your condition?

2. What recommendations did your healthcare team have to manage your condition?

*Prompts:*

- Consider medication and exercise recommendations (cardiac rehabilitation)
- Were the recommendations explained to you?
- Do you agree with the recommendations from your healthcare team?

3. Did the educational material and automated calls help support you in following the recommendations of your healthcare team and managing your heart condition?

- What aspects of the educational material and/or automated calls do you think worked well/did you like?
- What aspect of the educational material and/or automated calls did not work well/did you not like?
- What aspect of the educational material and/or automated calls could we change to make them more effective?
- How did the materials make you feel?

4. Would your participation have been impacted if the educational material and automated calls were delivered in a different format (i.e. mobile application [app], text message, email, website or online video)?

*Follow-up:*

- Have you used any of these formats before to manage your health or seek information about your health?

5. What have been the biggest challenges you've faced since your heart attack?

*Prompts:*

- Personal challenges (confidence in managing your condition, ability to cope, etc.)
- Healthcare team (communication, etc.)
- Health system (difficulty accessing care, geography, cost, etc.)

6. How do you prioritize your heart condition versus other health issues?

7. Did you experience different challenges in adhering to medications versus participating in cardiac rehabilitation?

*Follow-up:*

Did you experience any site-specific challenges related to cardiac rehabilitation (inaccessible, oversubscribed, no response from the rehab team, etc.)?

#### Changes in health status/behaviour (mechanism of action)

1. How would you describe your health since your heart attack?

*Prompts:*

- For example, has your health improved, declined or remained the same?
- What are the reasons you think your health has improved, declined or remained the same?

2. How do you feel about your ability to manage your condition?

*Prompts:*

- Are you familiar with your treatment options/your condition?
- Are you confident in your ability to self-monitor?
- What are your outcome expectations/priorities/intentions?

3. What changed for you as a result of the educational materials/automated calls?

*Prompts:*

- Did it improve what you knew about treatment options/your condition?
- Did it improve your ability to self-monitor?
- Did it change your outcome expectations, your priorities, or your intentions?

4. Thinking back to how you handled your care before receiving the educational material/automated calls, can you describe any situations where you would take different steps in managing your care now (e.g. going to the emergency department)?

5. How well are you able to fit your recommended treatment into your daily life? Can you describe how this became part of your routine (or why it did not)?

#### Scale-up

1. What would you recommend as support strategies for patients with similar needs as you?

*Prompts:*

- Would you recommend these reminders for patients with similar needs as you?
- Can you explain why you would or would not recommend this?

2. What suggestions would you have for these types of reminders to be offered across Ontario? What would you do differently?

#### Wrap up

1. Is there anything else that you would like to comment on that we haven't discussed today?
2. Would you be interested in being a patient advisor for future projects?

## Group 2: Engaged with Intervention, Adherence Outcome Negative

### Patient Health Experiences

1. Can you tell me about your understanding of your heart condition?

*Prompts:*

- What do you do to manage your care?
- Who do you turn to for help/advice (clinician, family member, friend, etc.)?
- Were you provided any resources that assisted you in understanding your condition? (e.g. pamphlets, pictures, websites)? If so, how useful or not useful were they in helping you understand your condition?

2. What recommendations did your healthcare team have to manage your condition?

*Prompts:*

- Consider medication and exercise recommendations (cardiac rehabilitation)
- Were the recommendations explained to you?
- Do you agree with the recommendations from your healthcare team?

3. Did the educational material and automated calls help support you in following the recommendations of your healthcare team and managing your heart condition?

- What aspects of the educational material and/or automated calls do you think worked well/did you like?
- What aspect of the educational material and/or automated calls did not work well/did you not like?
- What aspect of the educational material and/or automated calls could we change to make them more effective?
- How did the materials make you feel?

4. Would your participation have been impacted if the educational material and automated calls were delivered in a different format (i.e. mobile application [app], text message, email, website or online video)?

*Follow-up:*

- Have you used any of these formats before to manage your health or seek information about your health?

5. What have been the biggest challenges you've faced since your heart attack?

*Prompts:*

- Personal challenges (confidence in managing your condition, ability to cope, etc.)
- Healthcare team (communication, etc.)
- Health system (difficulty accessing care, geography, cost, etc.)

6. How do you prioritize your heart condition versus other health issues?

7. Did you experience different challenges in adhering to medications versus participating in cardiac rehabilitation?

*Follow-up:*

Did you experience any site-specific challenges related to cardiac rehabilitation (inaccessible, oversubscribed, no response from the rehab team, etc.)?

### Changes in health status/behaviour (mechanism of action)

1. How would you describe your health since your heart attack?

*Prompts:*

- For example, has your health improved, declined or remained the same?
- What are the reasons you think your health has improved, declined or remained the same?

2. How do you feel about your ability to manage your condition?

*Prompts:*

- Are you familiar with your treatment options/your condition?
- Are you confident in your ability to self-monitor?
- What are your outcome expectations/priorities/intentions?

3. What changed for you as a result of the educational materials/automated calls?

*Prompts:*

- Did it improve what you knew about treatment options/your condition?
- Did it improve your ability to self-monitor?
- Did it change your outcome expectations, your priorities, or your intentions?

4. Thinking back to how you handled your care before receiving the educational material/automated calls, can you describe any situations where you would take different steps in managing your care now (e.g. going to the emergency department)?

5. How well are you able to fit your recommended treatment into your daily life? Can you describe how this became part of your routine (or why it did not)?

### Scale-up

1. What would you recommend as support strategies for patients with similar needs as you?

*Prompts:*

- Would you recommend these reminders for patients with similar needs as you?
- Can you explain why you would or would not recommend this?

2. What suggestions would you have for these types of reminders to be offered across Ontario? What would you do differently?

### Wrap up

1. Is there anything else that you would like to comment on that we haven't discussed today?
2. Would you be interested in being a patient advisor for future projects?

### Group 3: Did Not Engage with Intervention, Adherence Outcome Negative

#### Previous Health Experiences

1. Can you tell me about your understanding of your heart condition?

*Prompts:*

- What have you been doing to manage your care?
- Who do you turn to for help/advice (clinician, family member, friend, etc.)?
- Were you provided any resources that assisted you in understanding your condition? (e.g. pamphlets, pictures, websites)? If so, how useful or not useful were they in helping you understand your condition?

2. What recommendations did your healthcare team have to manage your condition?

*Prompts:*

- Consider medication and exercise recommendations (cardiac rehabilitation)
- Were the recommendations explained to you?
- Do you agree with the recommendations from your healthcare team?

3. Did you receive educational material or automated calls to help support you in following the recommendations of your healthcare team and managing your heart condition?

*Prompts (if response is yes):*

- What aspect of the educational material and/or automated calls do you think worked well/did you like?
- What aspect of the educational material and/or automated calls did not work well/did you not like?
- What aspect of the educational material and/or automated calls could we change to make them more effective?

4. What type of format would you prefer for the delivery of educational materials and automated support? Would you respond differently to a different format (i.e. mobile application [app], text message, email, website or online video)?

*Follow-up:*

- Have you used any of these formats before to manage your health or seek information about your health?

5. What have been the biggest challenges you've faced since your heart attack?

*Prompts:*

- Personal challenges (confidence in managing your condition, ability to cope, etc.)
- Healthcare team (communication, etc.)
- Health system (difficulty accessing care, geography, cost, etc.)

6. How do you prioritize your heart condition versus other health issues?

7. Did you experience different challenges in adhering to medications versus participating in cardiac rehabilitation?

*Follow-up:*

Did you experience any site-specific challenges related to cardiac rehabilitation (inaccessible, oversubscribed, no response from the rehab team, etc.)?

8. What support(s) would you need to help you manage your care according to recommendations?

*Prompts:*

- Consider factors at the individual (language, cultural relevance), micro-system (team), organization and systems level

Networks

1. Do your healthcare providers influence your ability to follow the recommended treatment?

*Prompts:*

- If so, describe who and how they influenced you.
- If not, describe why.

2. Is there someone in your family or community that influences your ability to follow the recommended treatment?

*Prompts:*

- If so, describe who and how they influenced you.
- If not, describe why.

Changes in health status/behaviour (mechanism of action)

1. How would you describe your health since your heart attack?

*Prompts:*

- For example, has your health improved, declined or remained the same?
- What are the reasons you think your health has improved, declined or remained the same?

2. How do you feel about your ability to manage your condition?

*Prompts:*

- Are you familiar with your treatment options/your condition?
- Are you confident in your ability to self-monitor?
- What are your outcome expectations/priorities/intentions?

3. How well are you able to fit your recommended treatment into your daily life? Can you describe how this became part of your routine (or why it did not)?

Scale-up

1. What would you recommend as support strategies for patients with similar needs as you?

*Prompts:*

- Would you recommend these reminders for patients with similar needs as you?
- Can you explain why you would or would not recommend this?

2. What suggestions would you have for these types of reminders to be offered across Ontario? What would you do differently?

Wrap up

1. Is there anything else that you would like to comment on that we haven't discussed today?