

Supplementary 6 Themes from the in-depth interviews of the healthcare workers

Themes	Quotes, Unique ID
Mentioning about the National Health Insurance (“ <i>Kor Por Sor</i> ”)	<ol style="list-style-type: none"> 1. Now there is the ‘<i>Kor Por Sor</i>’ (National Health Insurance) system, where you have to pay only 5000 kip, they will come even when they have common cold. <i>BH1, 30s Female</i> 2. Because of ‘<i>Kor Por Sor</i>’ (National Health Insurance), more people come to seek treatment at this health center. <i>NH1, 30s Male</i> 3. Because of ‘<i>Kor Por Sor</i>’ (National Health Insurance), we have more patients who come here for treatment. <i>NH2, 30s Female</i>
Expressing opinion towards malaria elimination	<ol style="list-style-type: none"> 1. Yes, you can eliminate malaria. You should sleep under the long-lasting insecticide-treated bed nets. In addition, we should also train the village health volunteers to use the rapid diagnostic test (RDT) so we can eliminate malaria. <i>BH1, 30s Female</i> 2. It’s difficult to eliminate because people here make a living by going to the mountains, to the forests. We can’t stop them from going. They need to make a living. <i>NH2, 30s Female</i> 3. You can’t eliminate 100%. People here work in the field, go to the forest, go to the mountains. <i>NH3, 20s Female</i>
Describing an illness using local terms	<ol style="list-style-type: none"> 1. I heard the villagers mentioned ‘<i>luad niao</i>’, ‘<i>luad niao</i>’, is there such thing? <i>BH2, 40s Female</i>
Describing the villagers’ health-seeking behavior	<ol style="list-style-type: none"> 1. Yes, when they fall sick, they will go to the ‘<i>mor pee</i>’ (witch doctor) first. But only for some families. Usually the old. <i>BV1, 50s Male</i> 2. The villagers come to the health center directly as we do not encourage them to go the village health volunteer first. I am afraid that the village health volunteer do not know the right way to treat the patients. <i>BH2, 40s Female</i>
Feeling towards the job	<ol style="list-style-type: none"> 1. I am proud of my work. I am a nurse but I also function as a ‘doctor’ here. I have to work more than what I studied. It is very challenging sometimes but the longer I work, the more experience

I have. *NH2, 30s Female*

2. I am satisfied with my work. Because this work can save lives.

NV1, 50s Male

Expressing hope to improve the health center

1. The knowledge and capability. I want to learn more. Another thing is the building. Too small. When people are sick they can't sleep here. If possible, I hope for more advanced equipment too.

NH1, 30s Male

2. I hope the health center will be expanded. I also want to have machines that can check blood or Echo machine. I also hope that a medical doctor will be stationed here. *NH2, 30s Female*

3. At this health center the manpower is not enough, we also do not have enough knowledge. I hope people with knowledge will come here to work at this health center. I also hope this health center will be expanded. It is very crowded when there are many sick people and people who give birth. *NH3, 20s Female*

Expressing hope to improve the living condition of the people

1. I hope there will be toilets in every house. *NV1, 50s Male*
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