

Individual Interview Script for Healthcare Professionals

As you already know, we will be recording today's interview. Our conversation will be audio recorded and then transcribed, so that we do not lose any of the information that is discussed and it will be easier for the research team to analyze. Please be assured that your personal information will be kept private within our research team. Are you comfortable with this?

[If yes, proceed forward and if no, address any concerns or questions that participants might have.]

Turn on Audio Recorder.

Ethnocultural Identity

1. Which ethnocultural group(s) do you identify with and what does this mean to you?
 - a. What does this look like in your everyday life? (e.g. language, food, traditions, approaches to health and healing)
2. In what ways do you think your ethnocultural identity as [participant answer] influences your experience with the kidney care system or the healthcare system in general?
 - a. What is your role in the kidney care system?
 - b. Do you feel that you experience the healthcare system differently than others? If so, why do you think that is?
 - c. How have these experiences shaped how you interact with the system?
3. What types of healing & treatment practices are important to you? How about for your patients?
 - a. Do you or your patients use any healing practices that are different than the treatments typically provided by the Canadian healthcare system? If so, can you tell me a little bit more about that?

General Knowledge & Awareness

1. What do you think most of your patients know and understand about the kidneys, kidney disease, and kidney failure before and/or after they are diagnosed?
2. What do you think most of your patients know and understand about their treatment options before and/or after they are diagnosed?
 - a. Probe regarding the perceived advantages and disadvantages, risks and benefits of dialysis, DDKT and LDKT
 - b. What factors do you think impact your patients' decisions regarding their treatment options?

3. How do most of your patients access this information? Do you think that they are satisfied with the information they have on these topics?
4. Sometimes patients and families tell us that people from ACB communities are less likely to explore or pursue transplant or donate their organs while alive or after their death. What do you think about this? Have you observed any differences in your ACB and non-ACB patients?
5. Are you aware of any thoughts, feelings, or beliefs around organ donation or transplantation in ACB communities?
6. In your opinion what might be the main barriers to organ donation and transplantation in ACB communities?

Family and Support

1. Who do your ACB patients talk to when they are considering their treatment options?
2. Who do they rely on for support (e.g. emotional, practical)?
3. If one of your ACB patients required a kidney transplant, would they discuss this with their family, friends, community?
 - a. Would they ask and/or accept a kidney from a living donor? If so, who might they accept a kidney from?
 - b. Would they accept a kidney from a deceased donor?
 - c. What factors do you think would play into these decisions?
4. How can relationships with family/friends change in the context of kidney disease, organ donation, kidney transplant?
5. Do you think your ACB patients have open conversations about their health, especially as it relates to their kidney disease, with their family, friends, and communities?
 - a. If not, what might help make these conversations easier for your patients?

Information Needs

1. Where do your ACB patients go to find out information about their health, especially related to kidney disease and treatment options?
 - a. Probe around who, where, and in what form the information comes from.
 - b. Probe around any difficulties patients experience in accessing information.
2. What has been your experience providing information and resources to your ACB patients?
3. Do you think your approach is the same or different from your colleagues?

4. Are there particular resources or supports regarding kidney disease and its treatment that you would recommend?
5. Do you observe any differences between your ACB and non-ACB patients in this regard?
6. What do you think about the idea of tailoring information and support to ACB communities?
 - a. Probe around what this would look like in their view.

Religion and Cultural Values

1. How do you think culture and religion influence your ACB patients' beliefs and behaviours regarding kidney disease and its treatment?
2. How do you, as a healthcare provider, integrate your patients' values (e.g. religious/cultural) and beliefs when discussing matters related to major health issues, such as kidney transplant?
 - a. Do you face any challenges in this area and, if so, how do you handle them?

Immigration and Society

1. How do you think immigrating to Canada impacts the way people receive information or support related to kidney disease or transplant?
2. What issues do you think immigrants to Canada face if they have major health concerns?
 - a. Probe: What about those wishing to pursue LDKT or be living donors?
3. Have any of your ACB patients that have immigrated faced any barriers to accessing health/kidney care in Canada?
 - a. How do the barriers that your ACB patients have faced differ from your patients that have immigrated from other countries?
4. Are there similarities and differences in the way kidney transplant awareness is delivered here and in other places that you know of?

Trust

1. Would you say that your ACB patients trust the Canadian health care system? Why or why not?
2. Can you remember a situation where one of your ACB patients did not fully trust a member of their healthcare team?

3. Do you think your ACB patients would more comfortable receiving treatment if their healthcare provider was from the same ethnocultural group as them? Why or why not?
4. Have you yourself had any negative experiences in healthcare in Canada where you felt you were being discriminated against (because of your age, sex, gender, race, ethnicity, religion, language skill etc.)?

Closing Questions

1. How can we create a better system of care for people with kidney disease from ACB communities?
2. How can we better support healthcare providers from ACB communities working in the Canadian healthcare system?
3. Is there anything that we have missed today that you think is important for us to know?

Conclusion:

On behalf of the research team I would like to take this opportunity to thank you for participating in this interview. You have shared some very interesting and important information. I hope that today's conversation has been enjoyable for you and if you think of anything else that you would like us to know, please do not hesitate to contact us anytime. Thank you!