

Supplemental

Table 2: Interview protocol.

Interviewers: LZ and TH

The interview protocols were modified for patients, relatives and experts. The interviewers asked follow-up questions and were open and flexible in order to include any issues the interviewees brought up themselves.

The overall themes and questions are listed below.

Introduction (10 minutes)

Short presentation (purpose and ethics). The participants were informed about the aim of the study and were assured that participation was voluntary and results would be anonymised. Verbal consent was obtained.

Presentation round (10 minutes)

- Names
- Could you briefly tell me about your heart disease, including when were you diagnosed, type of heart disease, and where you are in the process (patient journey) e.g. treatment or rehabilitation at the hospital, in the municipality or by the general practitioner.

Challenges living with a heart disease (45 minutes)

- How have your heart disease affected you? e.g. what physical, psychological and social consequences have you experienced?
- How have your heart disease affected your relatives and how have they reacted?

Experiences with the health care quality (health care system) (45 minutes)

We specifically ask to the patient journey from first contact with the health care system to the inpatient and outpatient treatment and rehabilitation, and different sectors: hospital, general practitioner and the municipality.

- What do you think is important for the quality of health care of heart patients?
- What have you particularly appreciated?
- What needs do you have as a heart patient?
- What problems have you experienced with the health care system?
- Where in the patient journey have you experienced these problems?
- Have you received the support you needed from the health care system?
- How do you think the quality of care for heart patients can be improved?

Rounding off (10 minutes)
