

Supplementary File 2

Person-centred care interview guide – staff (Version 1)

Background

What is your professional background?

Have you done any further study apart from your undergraduate degree?

What is your work experience, particularly with people with chronic conditions?

How long have you worked in the program? What is your current role?

How would you describe a typical day in the program?

Complex Care program clients

Can you tell me about the clients you work with in the program?

What needs do these clients have?

Can you tell me about a time when a client's needs were different to your opinion of their needs?

Can you tell me what you think matters most to clients when they come onto the program?

Person-centred care

What does person-centred care mean to you?

To what extent is the program person-centred?

Person-centred care interview guide – staff (Version 2)

Background

What is your professional background?

Have you done any further study apart from your undergraduate degree?

What is your work experience, particularly with people with chronic conditions?

How long have you worked in the program? What is your current role?

How would you describe a typical day in the program?

Complex Care program clients

Can you tell me about the clients you work with in the program?

What needs do these clients have?

Can you tell me about a time when a client's needs were different to your opinion of their needs?

Can you tell me what you think matters most to clients when they come onto the program?

Person-centred care

What does person-centred care mean to you?

To what extent is the program person-centred?

- Tell me about a particular example of person-centred care in the program.
- What do you think would assist or facilitate person-centred care?
- Do you have examples of where there have been difficulties in providing person-centred care?
- What were the main causes of those difficulties?
- What changes can you think of would help staff and clients in addressing those barriers?

Person-centred care interview guide - clients

Background

Can you tell me a little about yourself?

What is a typical day for you?

How would you describe your health?

Complex Care program clients

Can you tell me why you came to be on the program?

What was it like for you being on the program?

How did being on the program help you to manage your health?

Tell me about the care plan you had during the program. Can you describe your experience of planning your care?

What sort of information were you given while you were on the program?

Were there any times on the program where you had to decide about a particular treatment, or going to an appointment, or changing the way you were managing your health? How did you make that decision?

Person-centred care

Tell me what matters most to you about your health care. Why is this so important?

Have you heard of the term 'person- or patient-centred care'? What do you think it means?

What were the highlights of the care you received in the Complex Care program?

What could have been done differently to improve the care you received?