

Supplemental File 1

NEAT Study Interview Guides for Youth, Caregivers, and Clinicians

Please note that since this is a semi-structured interview, not all questions will be asked in the order outlined below. Prior to beginning the interview, complete the informed consent process, introduce the study, and complete the demographics form. Ensure the tape recorder is on before beginning.

Youth

Warm up and introductions

1. Before we get started, do you have any questions?
2. Can you tell me a little bit about yourself and what brought you to [Study site]?

Referral to Navigator program

3. Tell me about your referral to the navigator program at [Study site]?

Experiences of Navigator program

4. What has been your experience receiving care from the navigator at [Study site]?
5. What aspects of the navigator care/intervention was helpful?
6. What kind of supports did the navigator provide to you?
7. What aspects of the navigator care/intervention was least helpful?
8. Tell me about how were you involved in the discussion and decision about transitioning out of the hospital?
9. In your opinion, how could the navigator intervention here at [Study site] be improved?
10. Do you think it would have been difficult or hard for you to transition out of hospital if you didn't have the navigator service?
11. Is there anything you would like to say about the navigator intervention at [Study site] that we haven't discussed yet?
12. Do you have any questions for me?

Thank you for taking the time to connect with me today. I really appreciate having had the opportunity to talk with you.

Caregiver

Warm up and introductions

- 1) Do you have any questions before we get started?
- 2) Can you tell me a little bit about (youth) and what brought them to [Study site]?

Referral to Navigator program

- 3) Can you tell me a bit about (youth)'s referral to the navigator (navigator's name) at [Study site]?

Experiences of Navigator Program

- 4) Tell me about your experiences receiving services from navigator (navigator's name) at [Study site].
- 5) What aspects of the navigator care/intervention were helpful?
- 6) What kind of supports did the navigator provide to (youth)?
- 7) Tell me about how were you involved in the discussion and decisions about your child's transition planning?
- 8) In your opinion, how could the navigator intervention at [Study site] be improved?
- 9) Do you think it would have been difficult or hard for (youth) to transition out of hospital if they did not receive care from the navigator?
- 10) Is there anything you would like to say about the navigator intervention at [Study site] that we haven't discussed yet?
- 11) Do you have any questions for me?

Thank you for taking the time to connect with me today. I really appreciate having had the opportunity to talk with you.

Clinician

Warm up and Introductions

1. Do you have any questions before we get started?
2. Can you tell me a little bit about your role at [Study Site] and how long have you been in this role?
3. What kind of experience do you have working with youth, and their families who are transitioning out of hospital?

My next set of questions are specific to the navigator intervention here at [Study Site] and your experiences and interactions with them, so far.

4. How are decisions made about which youth are referred to the navigator and when?
5. How often do you refer youth to the navigator here at [Study site]?
6. What is the referral process?
7. How is the navigator intervention currently working to support youth and their families in the transition process? Do you think the navigator intervention supports youth and their families in the transition process?
8. How is the navigator intervention supporting you (clinician) to work with youth who require transition out of hospital?
9. While transition plans are made, how is the decision about where the youth should transition to (i.e. AMHS, family doctor, community health service) made?
10. With the start of the navigator intervention, how are transition planning and processes different from what used to be in the past?
11. How satisfied are you with the way the navigator intervention is operating at [Study site]?
12. Do you have any recommendations to improve the navigator intervention here at [Study site]?
13. Is there anything we didn't cover today that you think we should know?
14. Do you have any questions?

Thank you so much for your time today, I really appreciate having had the opportunity to talk with you.