

Appendix Interview guides

Participants	Questions
Managers	<ol style="list-style-type: none"> 1. Can you describe the program and your role? Does the program meet your expectations? How does it meet your expectations? 2. What is your general opinion of the program? 3. What do you think facilitates the activities of the program? 4. How do these factors have influenced the program effectiveness? 5. In your opinion, what are the barriers that this program faces? 6. About this program, are there any contextual factors that serve as facilitators or barriers (Question: space, time, distance, organizational problems)
Healthcare professionals	<ol style="list-style-type: none"> 1. How was the patient referral made? How did the communication take place (phone, paper, report, etc.)? 2. Are you aware of whether a patient action plan/intervention plan has been developed as part of the program by one or more professionals (nurse, nutritionist, etc.) and the patient? If so, are you aware of the plan of the elements? Did you know if the plan was changed in the process of being carried out? 3. Tell us about the dynamic between the team members? 4. Tell us about the interdisciplinary practices in this program? 5. Tell us about the patient's role in the healthcare team? 6. What is your general opinion about the program? 7. Does it meet your expectations? 8. How would you describe the impact of the program on your patients and their families? 9. How do program services help patients manage their chronic diseases?