

## Appendix 3

### Interview guide – qualitative interviews with GPs, Practice Nurses and Practice Managers from Champion General Practices

#### Basic demographic details

<b>Sex:</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female		
<b>Role in the General Practice:</b>	<input type="checkbox"/> General Practice nurse (GPN)	<input type="checkbox"/> General Practitioner (GP)	<input type="checkbox"/> General Practice Manager (GPM)	<input type="checkbox"/> Other
<b>Number of years you have been working in General Practice:</b>				
<b>Number of days per week working in General Practice:</b>				
<b>Location</b>	<input type="checkbox"/> Major city	<input type="checkbox"/> Inner regional	<input type="checkbox"/> Outer regional	<input type="checkbox"/> Remote and very remote
<b>If a GPN/GP/GPM, which components of training have you completed (tick multiple boxes if applicable)</b>	<input type="checkbox"/> Online training	<input type="checkbox"/> Workshop	<input type="checkbox"/> Brief face-to-face training session at your general practice (<1 hour)	<input type="checkbox"/> Tele-Mentoring

These questions are a guide only and cover the range of questions that might be asked, not all questions will be asked with all participants. For example, questions about costs will mostly be directed to general practice managers (GPMs) or GPs who are the practice owners. Questions about clinical experience will be directed to the GPNs and general practitioners (GP)s. If questions were already answered by prior responses during the interview, questions won't be repeated.

#### Semi-structured interview questions

- 1) Prior experience providing advance care planning and palliative care  
GPs/GPNs: Prior to taking part in the Advance Project training please describe your or your general practices experience and how frequently you had:
  - Discussed advance care planning with your patients
  - Provided palliative care for your patients
- 2) Experience taking part in the Advance Project training  
For ALL: What was your overall experience in taking part in the advance project training (online and workshop)?
  - What aspects did you find most helpful?
  - What could be improved about the training?
  - Had you previously had training in advance care planning and/or palliative care? How did the Advance Project training differ or value add in addition to your previous training (where applicable)?
- 3) Experience implementing the Advance Project resources and assessment tools
  - a) ALL: Did the training change the way you approach advance care planning in your practice, and if so, how? If not, what were the barriers?
  - b) ALL: Did the training change the way you approach palliative and supportive care assessments in your practice, and if so, how? If not, why? What were the barriers?
  - c) ALL: Which Advance Project resources and assessment tools were used in your practice?
    - Which specific tools or resources did you use most often?
    - Approximately how many times have you used any of the Advance Project resources for initiating advance care planning?
    - Approximately how many times have you used any of the Advance Project resources for assessing patients' and/or carers' palliative and supportive care needs?

- Do you have any suggestions for improvements to any of the Advance Project resources? (prompt: capture resources name and description of future improvements)
- d) For ALL: What was the role of different team members within the practice in implementing the Advance Project resources and assessment tools? For GPs/ nurses: What was your experience in introducing the Advance Project assessment tools/resources to patients? What was it like having consultations with patients/carers after they had completed the Advance Project Assessment tools?
  - e) What were the benefits in using the Advance Project assessment tools and resources?
  - f) How were the Advance Project assessment tools and resources received by your patients and their carers? What impact did the Advance Project Assessment tools have on outcomes for your patients and carers? (prompts – impact on advance care planning within the practice? impact on provision of palliative or supportive care? Impact on referrals for additional support for patients, including referrals to specialist palliative care services)
  - g) What impact did using the Advance Project Assessment tools have on your workload and workflow in the general practice? How feasible was it to implement the assessments into your practice?
  - h) What were the barriers to using the Advance Project Assessment tools in your practice? What helped you to overcome these barriers?
  - i) Are you likely to continue using the Advance Project resources and tools in your practice?
  - j) What do you think would help you to continue using the Advance Project assessment tools in your practice?
  - k) What additional support would you like to receive to enable ongoing provision of advance care planning and palliative care within your General Practice?
- 4) About the costs or billing for implementation/practice change  
The next section of the interview is about the costs of implementing advance care planning and palliative and supportive care assessments into your practice.
- a) What Medicare items were most commonly used in billing for the assessment/consultation where the Advance Project assessments were implemented?
    - Probes: initiation of advance care planning, follow up assessment for advance care planning, initiation of supportive care assessment, follow up for supportive care assessment
  - b) How many consultations are/were required on average to initiate and discuss advance care planning using the Advance Project tools? Which staff members were involved? How much time on average was involved for each staff member?
  - c) How many consultations were required on average to assess and address patients' palliative/supportive care needs using the Advance Project tools? Which staff members were involved? How much time on average was involved for each staff member?
  - d) How many consultations were required on average to assess and address carers' supportive care needs using the Advance Project tools? Which staff members were involved? How much time on average was involved for each staff member?
  - e) What proportion of this time was able to be covered by practice billings?
  - f) Were there any out-of-pocket costs to *patients and their families* to start ACP conversations and screen for palliative/supportive care needs at the GP clinic? What sort of costs were these?
  - g) Were there any other costs *to the practice* in introducing the Advance Project tools?
  - h) What incentives or reimbursements might you need to enable ongoing provision of advance care planning and palliative care within your General Practice?  
Do you think a specific MBS item for ACP and or palliative/supportive care assessments or MBS items for longer consultations for GPNs would increase the feasibility of these types of assessments in GP clinics? If so, how?
- 5) Confidence and readiness to initiate advance care planning and supportive/palliative care assessments
- a) GP/GPNs: Do you feel the Advance Project Training has increased your confidence to initiate conversations about advance care planning and supportive/palliative care and why?
  - b) What aspects of applying the Advance Project training and resources do you feel least confident in, and why? What would help you to become more confident in these areas?
- 6) Close
- a) What were the top 2 things you have taken away from participating in this program?
  - b) Is there anything else that you think might be important to add?

## Interview guide – qualitative interviews with Primary Health Network (PHN) Staff

These questions are a guide only and cover the range of questions that might be asked.

Thank you for consenting to participate in this research. In this interview I am interested in your/your primary health network (PHN)'s experiences participating in the Advance Project including providing face-to-face training to general practice staff in your network, supporting implementation of the Advance Project resources in your network, and working with the champion general practices who participated in the quality improvement project.

1. Could you please tell me your first name, the location of your network, how long you have been working in this network, and describe your role in the Advance Project for me.
2. Could you please tell me about your prior professional experience relevant to the Advance Project
  - Probes: clinical experience as a health professional, delivery of education, working with general practices, working on projects in the field of advance care planning and/or palliative care
3. What aspects of the Advance Project training and resources were useful for your PHN and the health professionals in your network who participated in the Advance Project?
  - *Can you give us an example?*
4. What additional training and resources do you think would be needed to support general practices in your network? Why?
  - *Can you give us an example?*
  - *Tell me more about your suggestions*
5. Do you have any suggestions for refining the Advance Project resources, the face-to-face training materials, or the train-the-trainer support? If so, please describe these
6. What factors helped you to implement the Advance Project training and resources in your network?
  - Probe: delivering of face-to-face training, incorporating resources into existing and/or local resources for palliative care and advance care planning, communication/dissemination strategy, liaison and support for champion general practices
  - Provide an example where, as a PHN, you feel that implementation of the Advance Project training and resources in your network was successful.
7. What challenges or barriers did you/your PHN experience to implementing the Advance Project training and resources in your network?
  - Probe: delivering of face-to-face training, incorporating resources into existing and/or local resources for palliative care and advance care planning, communication/dissemination strategy, liaison and support for champion general practices
  - Provide an example where, as a PHN, you feel that improvements or new/better approaches could be used in the future to facilitate successful implementation of the Advance Project training and resources in your network
8. What initiatives has your PHN already used to actively promote Advance Project training and resources?
  - *Can you give us an example*
9. Please describe your ongoing plan to support implementation of the Advance Project resources by general practices in the network. How will your PHN support sustainability of the face-to-face Advance Project training program? What might be the challenges in sustaining the support for implementation of the resources and delivery of education in your PHN? How could these challenges be overcome?
10. What lessons have you learnt as a result of your participation in the Advance Project and from your engagement with general practices who participated in the training, and the quality improvement evaluation of the Advance project resources?