

INTERVIEW GUIDE – PARENT/CAREGIVER

Interview Questions

1. Tell me about the services and providers you have connected with as your child (or children) was young (under 8 years of age).
 - a. Are these services/providers in your community?
 - b. Do you have to travel? (*Probe*: distance, time, mode of travel)
 - c. Are there services/providers you would like to have connected with but have not?
 - d. Have any social and/or economic factors you have experienced impacted connecting with these services? (*Probe*: Social and economic factors can look different for every family, but examples include limited social support, isolation, discrimination, financial challenges, food insecurity, limited access to transportation, low education, or exposure to violence.)
2. How does coordination happen between everyone involved in your child's (or children's) care? (*Probe*: family members, healthcare providers, any other services you might connect with)
3. Have you received support from any providers in your community to coordinate care for your child(ren)?
 - a. (If yes) Tell me about the support you received to coordinate care.
 - i. Who was involved?
 - ii. What did they do?
 - iii. How was information shared?
 - iv. How were you involved? What did you do?
 - v. How was that for you?
 - vi. What did that coordination do for you? And your child?
 - b. (If no) Tell me what comes to mind when you think about coordinated care.
 - i. Who should be involved?
 - ii. What should they do?
 - iii. How do you think information should be shared?
 - iv. How would you like to be involved in coordinating care as a parent/caregiver?
4. If care is coordinated well, what does it look like for you as a parent/caregiver?
 - a. Can you tell me about a time when coordination worked well?
 - i. In what ways did it go well?
 - ii. What else influenced why this worked well?
 - b. In general, what do you think makes coordinating care work well?
5. If care is not coordinated well, what does it look like for you as a parent/caregiver?

- a. Can you tell me about a time when coordinating care did not go well or not as you hoped for as a parent/caregiver?
 - i. What were the challenges?
 - ii. What could be different or improved?
 - b. What do you think restricts care coordination?
6. After answering these questions, how would you define care coordination?

Demographics

- Last, I am going to ask a few demographic questions. This will help to describe the group of participants when I report the research in reports or presentations, so the audience understand the group I spoke with. If you do not want to answer any question you can just let me know you prefer not to say.
 - How old are you?
 - What gender do you identify as?
 - What race or ethnicity do you identify as? Do you self-identify as First Nations, Metis or Inuit?
 - What is the highest level of education you have completed?
 - What is your current employment status?
 - How many children are you parent or primary caregiver for that live in your household (aged 17 or younger only)? How many are 8 and younger?

Ending the interview

- Ask “Are you willing to be contacted for a follow up interview if I have any additional questions as this research project progresses?”
- Ask “Would you like to receive a copy of the transcript of the interview to review?” and explain that if they choose to review their transcript they are allowed to clarify statements made within the interview.
- Ask if they have any questions for me now that the interview is complete and thank participant for their time