

INTERVIEW GUIDE – PROVIDER

Interview Questions

1. Tell me what comes to mind when you hear the term care coordination.
2. Have you provided any coordination support for families with children 8 years or younger experiencing social or economic adversity?
 - a. (If yes) Tell me about the support you provide to coordinate care.
 - i. What do you do?
 - ii. How long does it take?
 - iii. How do you document the coordination you provide?
 - iv. Who else is involved?
 1. How does your team or organization support care coordination?
 - v. What do they do?
 - vi. How is information shared?
 1. *Probe:* internally, with other organizations
 - vii. Are there any documents that inform how you coordinate care? (*Probe:* policies, guidelines, clinical practice standards, orientation documents)
 - viii. Is there anything else you do to ensure your patient/client receives the care they need?
 - b. (If no) Tell me why you didn't provide support to coordinate care (*Probe:* haven't had the opportunity, time)
 - i. If you were to provide support in coordinating care, what would you do?
 - ii. How much time would it take?
 - iii. How would you document the coordination you provide?
 - iv. Who else is involved?
 1. How does your team or organization support care coordination?
 - v. What do they do?
 - vi. How is information shared? (*Probe:* internally, with other organizations)
 - vii. Are there any documents that inform how you coordinate care? (*Probe:* policies, guidelines, clinical practice standards, orientation documents)
 - viii. Is there anything else you do to ensure your patient/client receives the care they need?
3. If care is coordinated well, what does it look like?
 - a. Can you tell me about a time when coordinating care 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 care coordination work well?
4. If care is not coordinated well, what does it look like?

- c. Can you tell me about a time when coordinating care did not go well?
 - i. What were the challenges?
 - ii. What could be different or improved?
 - a. What do you think restricts care coordination? (*Probe*: in general, in your community, in your practice)
5. After answering these questions, how would you define care coordination?

Demographics

- Last, I'm 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 profession?
 - How many years have you been working in this role?
 - How long have you been working in this role in this community?