

Supplemental materials for:

Hudon C, Chouinard M, Diadiou F, Lambert M, Bouliane D. Case management in primary care for frequent users of health care services with chronic diseases: a qualitative study of patient and family experience. *Ann Fam Med.* 2015;13(6):523-528.

This supplemental material has been supplied by the author and has not been edited by *Annals of Family Medicine*.

Post-implementation individual interview guide approved on October 20, 2014 by the Ethics Review Board of the Centre de santé et de services sociaux de Chicoutimi.

Supplemental Appendice 1. Interview guides

Interview guide for patients

V1SAGES Research Project

POST-IMPLEMENTATION INDIVIDUAL INTERVIEW GUIDE FOR PATIENTS

(Opinion on the implementation process, identification of barriers and facilitating factors, description of effects on practitioners/organisations and satisfaction with intervention)

Patient reference number: _____

Date: _____

Location: _____

Time: _____

Interviewer: _____

Introduction

In the last months, you participated in the V1SAGES project that was implemented in your Family Medicine Group (FMG), a case management program for persons needing personalised health services. We are meeting with you today to solicit your opinion on the V1SAGES project and on the services you received as part of this project. We would first like to hear about how the project went for you, as well as its impact. Finally, we would like to know your level of satisfaction with the V1SAGES project and any recommendation you would like to make about it.

Theme 1: Opinion on the unfolding of the project and the services offered

In this project, a nurse took close care of patients with a health status similar to yours. Specifically, the nurse evaluated your needs, informed you of the organisations, services and other practitioners, who could help you, she planned the health services that were offered to you and regularly communicated with your family physician. Now, we would like to hear your impressions on this project.

General question:

1. How was your experience with the VISAGES project?

Specific questions or probes:

2. Can you describe what new services you received from the nurse as part of the VISAGES project?
3. What is your level of appreciation in regards to these services? What do you think of them?
4. How did it go with your nurse?
5. Were there any benefits for you? In regards to the following aspects:
 - Access to care?
 - Support?
 - Information?
 - Complementary services by various practitioners?
6. Were there any inconveniences or drawbacks for you? If so, which ones?

7. Did you notice a difference in communication between/among the different practitioners?
8. What were the strengths of the services received?
9. What were the weaknesses?
10. In your opinion, did the services offered through VISAGES project adequately meet your needs?
11. What would you suggest so that the services offered better meet your needs?

Theme 2: Impact of the project

12. What was the impact of the project on you? On your health? On your family?
13. What lessons would you like us to have learned from this project?

Theme 3: Satisfaction and comments

14. What is your level of satisfaction with the VISAGES project?
15. What would be your recommendation for the services to stay in this setting?
16. Is there anything else you would like to discuss that we did not address?

Interview guide for family members
V1SAGES Research Project

POST-IMPLEMENTATION GROUP INTERVIEW GUIDE FOR FAMILY MEMBERS

**(Opinion on the implementation process, identification of barriers and facilitating factors,
description of effects on practitioners/organisations and satisfaction with intervention)**

Patient reference number: _____

Date: _____

Location: _____

Time: _____

Moderator: _____

Observer: _____

Introduction

In the last months, your relative participated in the V1SAGES project that was implemented in your Family Medicine Group (FMG), a case management program for persons needing personalised health services. We are meeting with you today to solicit your opinion on the V1SAGES project and on the services your relative received as part of this project. We would first like to hear about how the project went for you and your relative as well as its impact. We would also like to hear about your level of satisfaction with the V1SAGES project and any recommendations you would like to make about it.

Theme 1: Opinion on the unfolding of the project and the services offered

In this project, a nurse took close care of patients with a health status similar to your relative. Specifically, the nurse evaluated his/her needs, informed him/her of the organisations, services and other practitioners who could help him/her, she planned the health services that were offered to him/her and regularly communicated with his/her family physician. Now, we would like to hear your impressions on this project.

General question:

17. How was your experience with the V1SAGES project?

Specific questions or probes:

1. Can you describe what new services your relative received from the nurse as part of the V1SAGES project?
2. What is your level of appreciation in regards to these services? What do you think of them?
3. Were there any benefits for your relative? For you? For example, in regards to the following aspects:
 - Access to care?
 - Support?
 - Information?
 - New care that your relative received from various professionals?
4. Were there any inconveniences or drawbacks for your relative? For you? If so, which ones?
5. In regards to your relative's health status, did the V1SAGES project make life easier for him/her on a daily basis? Did the project make it easier for you?

6. Did you notice any difference in communication between the different practitioners?
7. What were the strengths of the services received?
8. What were their weaknesses?
9. In your opinion, did the services offered through V1SAGES project adequately meet your relative's needs?
10. What would you suggest so that the services offered better meet his/her needs?

Theme 2: Impact of the project

11. What was the impact of the project on your relative? On his/her health? On you? On your family?
12. What lessons would you like us to have learned from this project?

Theme 3: Satisfaction and comments

13. What is your level of satisfaction with the V1SAGES project?

14. What would be your recommendations for the services to stay in this setting?

15. Is there anything else you would like to discuss that we did not address?