

Supplemental materials for

Chan B, Hulen E, Edwards S, Mitchell M, Nicolaidis C, Saha S. "It's like riding out the chaos": caring for socially complex patients in an ambulatory intensive care unit (A-ICU). *Ann Fam Med*. 2019;17(6):495-501.

Supplemental Appendix 1. Semi-Structured Interview Script

**Provider Script – Questions:**

**Quality of Care**

What makes a patient medically and socially complicated?

When you think of your patient panel, why do you think some of your patients do better than others with their health?

From your point of view, what were the major issues/barriers that impacted quality care delivery to this patient population prior to SUMMIT? Have these issues been addressed?

How has SUMMIT changed since it began?

How has SUMMIT affected the quality of care and care that you and your team provide – can share patient example?

What are the top 3 things you wish you or the clinic had that might improve your practice and care for your patients?

**Team Functioning/Psychological Safety**

Please describe the structure of your care team and describe the types of relationships that exist among your care team

Are the varied perspectives of care team members present in care team discussions and decision making?

How do you view your role during patient encounters? Is there anything you can think of that could improve the patient and staff experience during care visits?

**Capacity**

How has SUMMIT implementation affected your role and/or daily work activities?

Do you engage in activities that are not typically thought of as part of your job? If so, what are they and why are you doing them?

Has SUMMIT implementation increased or decreased your workload?

**Experience**

Do you feel personally invested in the mission of SUMMIT?

What is your biggest frustration about working in this clinic?

What do you like most about your work?