

Research Questions:

Study Objective	The aim of this study is to gain comprehensive insights into the communication and collaboration needs of hand-wrist orthopedic patients throughout their care process. This includes understanding their current experiences, identifying specific needs, and exploring facilitators and barriers. The ultimate goal is to derive actionable opportunities from these insights to enhance communication and collaboration in orthopedic patient care at a systemic level.
Research Questions:	What is the current patient journey for hand-wrist orthopedic care, and how do patients' needs, facilitators, and gaps in communication and collaboration manifest throughout this journey? - How do orthopedic patients perceive the current care process, and what are the pain points they encounter in terms of communication and collaboration with healthcare providers? - Who are the internal and external stakeholders involved in the care process of orthopedic patients, and how do they contribute to or impact communication and collaboration? - What are the teamwork and communication needs of orthopedic patients throughout their care process, and how do these needs evolve before and after receiving care?

Interview Guide for Hand & Wrist Orthopedic Patients (35 mins)

Domain	Questions & Probe
Introduction (5 mins)	• Welcome and introduction • Goal and duration of interview (It's 35 mins interview, few topics to discuss, may interrupt if interviewer off topic) • Audio recording, transcription • Confidentiality • Inform about option of taking breaks and not answering questions • Verbal informed consent for audio, storage and use of data

Onboarding questions	1. To better understand our participants, could you please share your gender identity and age? 2. What is the highest level of education you have completed? 3. What type of work do you currently do? 4. How many family members or other individuals share your living space? 5. Where do you live?
Entire Process (10 mins)	1. Could you please walk me through your care treatment process (your journey) regarding your hand or wrist concern: the entire process from deciding to go to the GP, to the physician or hand therapist. (Meanwhile I will use paper and pen to map out interviewer's journey)
	Follow-up questions: 1. What's your current hand & wrist concerns/conditions? 2. Which healthcare providers are involved in this process? Please name their role 3. Which healthcare provider do you talk or collaborate with more closely? 4. What was the duration of your care process? How long does each section takes? 5. Before meeting with each care provider, how long was the waiting time for the consultation?
Communication (10 mins)	1. How did you feel about the communication experience with different care providers during your care process? Could you share by type of care providers that you mentioned earlier? 2. Can you share an example of a communication experience, either satisfied or unsatisfied, with your

	healthcare provider(s) that significantly influenced your care? (Maybe consider start with this question)
Participation (10 mins)	Follow-up questions: 1. What type of information did you receive during your care process? For example, patient information leaflets (other form of example). What type or form of information do you prefer to receive? Do you understand the information you received?
	1. Do you feel actively involved in decision-making during consultations with the specialist? Why or why not? Can you give an example? 2. How do you see your own role in your care process and your care team? What do you consider as your own responsibility? Do you take this responsibility? If yes, how? If no, why not? 3. How do you feel about the level of collaboration among the medical professionals involved in your care? Follow-up question: 1. Did your specialist do something/behave in a certain manner that influenced your involvement? 2. Are there any aspects of your care treatment that you found particularly helpful or supportive? This could include information, resources, or interactions with healthcare professionals.