

Supplementary File 1

Interview Guides for Integrated Medical-Elderly Care Institution Managers and Government Officials

Guide A: Semi-structured Interview Guide for Institutional Managers

Item	Content
Interviewer	
Date	
Location	
Recorder	
Recording Date	
Interviewee	
Position/Role	
Opening Statement	Thank you for taking time from your busy schedule to participate in this interview. The purpose of this interview is to understand the current operational status and challenges of integrated medical-elderly care institutions in Gansu Province. Your insights will help us better understand the practical difficulties faced by frontline managers and inform policy recommendations. All information you provide will be kept confidential and used solely for research purposes. May I have your consent to record this interview?
No.	Interview Questions

No.	Interview Questions
Q1	Institutional profile. Could you briefly describe the basic profile of your institution, including its location, departmental structure, hardware and software facilities, staffing, revenue and expenditure, and current management systems?
Q2	Operational model and collaboration. What is the current operational model of your institution? What is your service coverage? Do you collaborate with other organizations (e.g., communities, hospitals)? If so, how are these collaborations coordinated and communicated?
Q3	Integration of medical and elderly care. Has your institution achieved integration of medical services and elderly care? If yes, how are medical and care resources combined in practice? If not, what are the main barriers?
Q4	Service recipients and service scope. What types of older adults does your institution admit? What is the current number of residents? What types of elderly care services and medical/nursing services do you primarily provide?
Q5	Admission process and fee structure. What is the admission procedure? How are fees structured and tiered? How are the levels of nursing care for residents determined and differentiated?
Q6	Staff training. Does your institution provide regular training for staff? If so, what are the training contents and methods? How often are trainings conducted?
Q7	Policy implementation and government support. How are the elderly care policies implemented in your region? What policy and financial

No.	Interview Questions
	support has your institution received in terms of construction and operation? Which government departments are primarily responsible for supervision and oversight?
Q8	Future planning and challenges. What are your institution's future development plans? In your view, what aspects need improvement? What difficulties have you encountered in the development process, and in which areas do you hope the government can provide additional support?
Closing	Please review our interview transcript. If everything is accurate, please leave your contact information so that we may follow up if we have any further questions. Thank you again for your time and valuable contributions to this study.
Interviewee Contact	

Guide B: Semi-structured Interview Guide for Government Officials

Item	Content
Interviewer	
Date	
Location	
Recorder	
Recording Date	

Item	Content
Interviewee	
Position/Role	
Opening Statement	Thank you for taking time from your busy schedule to participate in this interview. This interview aims to understand the policy environment, implementation status, and challenges of integrated medical-elderly care services in your region from a government perspective. Your insights will greatly contribute to our understanding of the policy-practice gap and inform future policy improvements. All information you provide will be kept confidential and used solely for research purposes. May I have your consent to record this interview?
No.	Interview Questions
Q1	Current status of integrated services. Could you describe the current development status of integrated medical-elderly care services in your region? How many integrated institutions are there in total? How many are of the "medical-provides-elderly-care" type versus the "elderly-care-provides-medical" type? What is their geographic distribution?
Q2	Departmental responsibilities and workflow. Regarding the construction, operation, and supervision of elderly care institutions and integrated medical-elderly care institutions, what are the specific responsibilities and workflow of your department? Are there any aspects you consider particularly successful or exemplary?
Q3	Challenges in implementation. Based on your practical work experience, what are the most common problems encountered in the promotion and

No.	Interview Questions
	implementation of integrated medical-elderly care services? Do you have any suggestions or recommendations?
Q4	Care workforce development. How is the current development status of the nursing/care workforce in integrated medical-elderly care institutions in your region? Are regular trainings organized? If so, what are the content and methods of these trainings?
Q5	Policy support and implementation. In promoting the development of integrated medical-elderly care institutions, how have elderly care policies been implemented in your region? Have any supportive policy measures been formulated and implemented? What specific assistance has been provided?
Q6	Rural integrated care services. How does the government promote and facilitate the development of integrated medical-elderly care services in rural areas? What difficulties have been encountered, and how are they being addressed?
Q7	Collaboration with institutions. Do integrated medical-elderly care institutions collaborate with the local government on any projects? Are there dedicated social workers who work with these institutions? If so, how are they engaged?
Closing	Please review our interview transcript. If everything is accurate, please leave your contact information so that we may follow up if we have any further questions. Thank you again for your time and valuable contributions to this study.

No.	Interview Questions
Interviewee Contact	