

Interview Guideline and Protocol

Research project title: Changes and policy feedback effects of no-fault compensation system in Thailand

Duration: Approximately 45–60 minutes

Purpose: This interview aims to understand the rationale, design, implementation and impacts of Thailand's no-fault compensation scheme (NFCS), particularly during the COVID-19 pandemic. The questions are grounded in Policy Feedback Theory and seek to identify both self-reinforcing and self-undermining feedback mechanisms across administrative, fiscal and sociopolitical dimensions.

Participants: Senior officials, administrators, legal experts and policymakers involved in the development, implementation, or oversight of Article 41 of the National Health Security Act and COVID-19 vaccine injury compensation.

1. Introduction (5 minutes)

- Introduction
- Clarification of the interview objectives
- Explanation of confidentiality and data use
- Request for consent to participate and audio record
- Opportunity for questions

2. Policy background and design (5 minutes)

<i>Domain</i>	<i>Key Questions</i>
<i>Policy Origins</i>	What was the rationale behind launching the NFCS, particularly its application for COVID-19 vaccine injuries in Thailand? What were the institutional processes and consultations involved in the scheme's rapid activation under Article 41? How did the policy align with Thailand's broader UHC goals?

3. Policy feedback during COVID-19 (20-30 minutes)

<i>Domain</i>	<i>Key Questions</i>
<i>Administrative Effects</i>	How did the NFCS affect the responsiveness of the health system during the pandemic? Were claim procedures clear, fast and user-friendly? What were the key operational challenges (e.g., documentation, eligibility verification, decision timelines)?
<i>Fiscal Implications</i>	How were funds for the scheme secured and allocated during the crisis? Did the scale of claims create strain on existing budgets? How did NBSO manage the 1% UCS budget ceiling issue? Were special budgetary measures required?
<i>Public and Stakeholder Perception</i>	How did the public and different stakeholder groups perceive the NFCS? Was it seen as a reliable and fair mechanism? Were there communications or media strategies used to improve awareness and reduce vaccine hesitancy?

4. Lessons learned and recommendations (10-15 minutes)

<i>Domain</i>	<i>Key Questions</i>
<i>Policy Learning and Reform</i>	In hindsight, what were the most effective features of the scheme? What changes would improve its effectiveness and sustainability?
<i>Institutional Credibility</i>	Did the NFCS strengthen institutional legitimacy for NHSO or the Ministry of Public Health?
<i>Broader Impacts</i>	Were there any unintended consequences that have shaped future policymaking or public expectations? Could this experience influence future responses to other vaccines or public health emergencies?

5. Conclusion (5 minutes)

- Invite any final reflections or messages for policymakers
- Thank participant and explain next steps for reporting and follow-up