<div align="center">**Focus group discussion guide and protocol**</div>

Research project title: Changes and policy feedback effects of no-fault compensation system in Thailand
Duration: Approximately 90–120 minutes
Participants: Public health experts and healthcare administrators

1. Introduction (5-10 minutes)

- Welcome and participant introductions
- Clarification of the discussion objectives
- Overview of confidentiality and data use
- Consent to participate and record the session
- Opportunity for questions

2. Opening context (10 minutes)

Domain	Key Questions
Background and Policy Intent	What was your understanding of the objectives of the NFCS introduced during the COVID-19 vaccine rollout?
	How did the scheme originate and establish?

3. Exploring policy feedback (60-80 minutes)

Domain	Key Questions
Administrative Effects	What worked well in the implementation of the claims and compensation process? What bottlenecks were observed?
	Were frontline healthcare providers engaged or informed in the process?
Fiscal Effects	Was the scale of compensation fiscally manageable during the pandemic? Were there concerns about sustainability?
Public Trust and Vaccine Confidence	Did the NFCS impact vaccine uptake or acceptance in your view?
	Were there demographic groups (e.g., youth, informal workers, older persons) who remained sceptical despite the scheme?
Communication and Engagement	What were the most effective outreach strategies used by NHSO? What improvements are needed in public communication during future crises?

4. Future directions and reflections (15-20 minutes)

Domain	Key Questions
Policy Learning	What lessons can be drawn from Thailand's NFCS that other LMICs could adapt?
	Should similar compensation schemes be institutionalised for other public health emergencies?
Institutional Capacity	How can administrative and fiscal capacities be improved for better preparedness?

5. Conclusion (5-10 minutes)

- Invite any final suggestions or comments
- Thank participants for their time and insights
- Outline next steps for documentation, reporting and manuscript