

INTERVIEW GUIDE – INTERVIEWS WITH STAFF

Introduction

- Brief introduction of the researcher and purpose of the study.
 - Confirm that the participant has read and agrees with the consent form.
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1. Interviewee's profile

- Please describe your training background and previous work experience.
Probe: In what types of settings have you worked? What roles have you held?
 - Since when do you work at the AFP clinic? What are your current roles and responsibilities at the AFP clinic? And outside of the clinic?
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2. About the pilot project

2.1 Transition

- What were the origins of the change to the PMH model at the Associate clinic?
Probe: Who made the decision? What objectives?
- What were the first steps of implementing the pilot? Who led the change? What role did the SHA endorse in that process?
- What are the funding arrangements? Who funds what?
- How did you experience the transition process?
Probe: Were you involved? In what? Any fears of the upcoming change? If yes, how did that evolve?
- Is there any tension emerging from that new model of care?
Probe: Physicians' autonomy, payment model, collaboration/coordination issues
- What factors facilitated or hindered the transition?
- If replicating that pilot in another private practice, what do you see as potential issues? What would be your main recommendations?

2.2 Nurses' Role and Responsibilities

- How was the nurses' role defined, and by whom?
Probe: Were any adaptations necessary? Role of the Union and health authorities in defining their role? Involvement of nurses in defining their role?
- What were the initial responsibilities? How easy or difficult was it for nurses to enter this new role?

- How do you see the nurses' role within the PMH model?
Probe: types of tasks performed and level of autonomy (clinical decision-making, patient care, etc.)

2.3 Outcomes

- What are the key outcomes of that new model of care?
[Let the interviewee freely describe the outcomes they have noticed]
- What outcomes do you attribute specifically to the arrival of the nurses? Why?
- What are the main outcomes for/in terms of:
 - family physicians and staff?
Probe: What changes do you perceive in your day work? How has your workload or work satisfaction been affected?
 - patients?
Probe: Changes in terms of services offered, appointment duration, quality of care
 - clinic workflows?
Probe: How have workflows or processes changed over time?

3. Associate clinic's model of care

- What does "interdisciplinary team" or "team-based care" mean to you?
 - To what extent does the AFP clinic align with this model?
 - How do you see the Associate clinic's model of care evolving moving forward? What remains to be addressed/improved in terms of workflows and work distribution?
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Closing

- Do you have anything else to add to this discussion? Anything we did not discuss and is important to you?
- Thank you for your time and participation.
Please feel free to contact me if you have any questions or if there is anything you believe should be addressed in future interviews.