

Appendix A. References of context items, mechanisms, and outcomes

Construct	References
Context items (C)	
Equip HCPs with the right knowledge and skills by means of professional training and education.	Brickley et al., 2020; Butterworth et al., 2019; de Been & van den Muijsenbergh, 2019; Derksen, Bensing, & Lagro-Janssen, 2013; Ekelmans, 2020; Filler, Jameel, & Gagliardi, 2020; Giusti et al., 2020; Heijmans, Zwikker, van der Heide, & Rademakers, 2016; Jager et al., 2019; King & Hoppe, 2013; Lafontaine, Bourgault, Girard, & Ellefsen, 2020; Lévesque, Hovey, & Bedos, 2013; Mutsaers, 2016; O'Donnell et al., 2016; Poitras, Maltais, Bestard-Denommé, Stewart, & Fortin, 2018; Rathert, Wyrwich, & Boren, 2013; Renzaho, Romios, Crock, & Sønderslund, 2013; Rochfort et al., 2018; Rocque & Leanza, 2015; Scholl, Zill, Härter, & Dirmaier, 2014; Sharma, Bamford, & Dodman, 2015; Smeets, Kroese, Ruwaard, Hameleers, & Elissen, 2020; The Health Foundation, 2018; Van den Muijsenbergh, 2013; van der Velden, 2018; van Weel-Baumgarten & Brouwers, 2018; Winsor et al., 2013
Have a good collaboration/team	Boshuizen, 2014; Constand, MacDermid, Dal Bello-Haas, & Law, 2014; DeRosa et al., 2019; Filler et al., 2020; Giusti et al., 2020; InEen, 2016; Jackson et al., 2013; Jager et al., 2019; John, Jani, Peters, Agho, & Tannous, 2020; Louw, Marcus, & Hugo, 2017; Mutsaers, 2016; Poitras et al., 2018; Scholl et al., 2014; Sharma et al., 2015; Smeets et al., 2020
Provide patient education	Boshuizen, 2014; DeRosa et al., 2019; Eikelenboom, 2017; John et al., 2020; Lafontaine et al., 2020; National Voices, 2014a, 2014c; Park et al., 2018; Scholl et al., 2014; Winn, Ozanne, & Sepucha, 2015
Foresee in sufficient time during consultation	Akseer et al., 2021; Brickley et al., 2020; Butterworth et al., 2019; de Been & van den Muijsenbergh, 2019; Giusti et al., 2020; Mutsaers, 2016; Rocque & Leanza, 2015; Sharma et al., 2015; Smeets et al., 2020
Patients having social support (networks)	Eikelenboom, 2017; Jager et al., 2019; Lafontaine et al., 2020; O'Donnell et al., 2016; Park et al., 2018; Smeets et al., 2020; Tomaselli, Buttigieg, Rosano, Cassar, & Grima, 2020; Winsor et al., 2013

Set up a personalised care planning	Coulter et al., 2015; InEen, 2016; NHG, 2017; Poitras et al., 2018; Rathert et al., 2013; Smeets et al., 2020; Wildevuur & Simonse, 2015
Foresee in the required capacity	Constand et al., 2014; Filler et al., 2020; Giusti et al., 2020; InEen, 2016; Jager et al., 2019; National Voices, 2014a; Smeets et al., 2020
Applying IT- and e-health initiatives	Boshuizen, 2014; InEen, 2016; Jager et al., 2019; National Voices, 2014a, 2014b, 2014c; Smeets et al., 2020; Wildevuur & Simonse, 2015; Winsor et al., 2013
Need for shifting away from the dominance of biomedical approach in medical encounter	Ekelmans, 2020; Engelberts, 2018; Mutsaers, 2016; Poitras et al., 2018; PoZoB, 2021; Rocque & Leanza, 2015
Accessibility of care	de Been & van den Muijsenbergh, 2019; Heijmans et al., 2016; Jackson et al., 2013; O'Donnell et al., 2016; Park et al., 2018; Scholl et al., 2014
Have a supporting policy in place	Boshuizen, 2014; de Been & van den Muijsenbergh, 2019; Heijmans et al., 2016; O'Donnell et al., 2016; Smeets et al., 2020; Van der Meulen, 2019
Mechanisms (M)	
Provide effective communication	Akseer et al., 2021; Boshuizen, 2014; Butterworth et al., 2019; Constand et al., 2014; de Been & van den Muijsenbergh, 2019; Derksen et al., 2013; Engels, 2019; Filler et al., 2020; Giusti et al., 2020; Heijmans et al., 2016; Jager et al., 2019; King & Hoppe, 2013; Muijsenbergh, 2019; National Voices, 2014a, 2014b; O'Donnell et al., 2016; Park et al., 2018; PoZoB, 2021; Rathert et al., 2013; Rocque & Leanza, 2015; Scholl et al., 2014; Sharma et al., 2015; Smeets et al., 2020; Van der Meulen, 2019; van der Velden, 2018; van Weel-Baumgarten & Brouwers, 2018; Wildevuur & Simonse, 2015
Have a holistic focus	Brickley et al., 2020; de Been & van den Muijsenbergh, 2019; Filler et al., 2020; Giusti et al., 2020; Håkansson Eklund et al., 2019; Jackson et al., 2013; Lafontaine et al., 2020; Louw et al., 2017; McMillan et al., 2013; Muijsenbergh, 2019; O'Donnell et al., 2016; Park et al., 2018; Poitras et al., 2018; PoZoB, 2021; Rocque & Leanza, 2015; Scholl et al., 2014;

	Schwartz, Weiner, Binns-Calvey, & Weaver, 2016; Sharma et al., 2015; The Health Foundation, 2018; Tomaselli et al., 2020; Van den Muijsenbergh, 2013; Van der Meulen, 2019
HCPs showing respect and having an open and empathic attitude	Akseer et al., 2021; Brickley et al., 2020; DeRosa et al., 2019; Ekelmans, 2020; Filler et al., 2020; Giusti et al., 2020; Håkansson Eklund et al., 2019; Lafontaine et al., 2020; Lundy et al., 2015; Mutsaers, 2016; Rathert et al., 2013; Rocque & Leanza, 2015; Sharma et al., 2015; Tomaselli et al., 2020; Van den Muijsenbergh, 2013; van der Velden, 2018; van Weel-Baumgarten & Brouwers, 2018
Patients having an active role in their care process	Akseer et al., 2021; Butterworth et al., 2019; Coulter et al., 2015; DeRosa et al., 2019; Eikelenboom, 2017; Ekelmans, 2020; Giusti et al., 2020; McMillan et al., 2013; National Voices, 2014c; Park et al., 2018; PoZoB, 2021; Rathert et al., 2013; Scholl et al., 2014; Sharma et al., 2015; The Health Foundation, 2014, 2018; Tomaselli et al., 2020; van Weel-Baumgarten & Brouwers, 2018; Wildevuur & Simonse, 2015
Establishing a therapeutic relationship	Akseer et al., 2021; Brickley et al., 2020; Constand et al., 2014; Filler et al., 2020; Giusti et al., 2020; Håkansson Eklund et al., 2019; InEen, 2016; Lafontaine et al., 2020; Louw et al., 2017; Muijsenbergh, 2019; Mutsaers, 2016; Park et al., 2018; Scholl et al., 2014; Sharma et al., 2015; The Health Foundation, 2018; van der Velden, 2018; van Weel-Baumgarten & Brouwers, 2018; Winsor et al., 2013
Providing self-management support	Boshuizen, 2014; Butterworth et al., 2019; Coulter et al., 2015; Eikelenboom, 2017; Filler et al., 2020; Heijmans et al., 2016; InEen, 2016; Jager et al., 2019; John et al., 2020; National Voices, 2014b; Poitras et al., 2018; Rochfort et al., 2018; The Health Foundation, 2014, 2018; Winsor et al., 2013
Apply shared decision-making	Brickley et al., 2020; Butterworth et al., 2019; Coulter et al., 2015; Eikelenboom, 2017; Ekelmans, 2020; Engelberts, 2018; Giusti et al., 2020; Håkansson Eklund et al., 2019; InEen, 2016; Lafontaine et al., 2020; Mutsaers, 2016; Park et al., 2018; Sharma et al., 2015; Smeets et al., 2020; The Health Foundation, 2014
Ensure care coordination	Giusti et al., 2020; Håkansson Eklund et al., 2019; Jackson et al., 2013; John et al., 2020; O'Donnell et al., 2016; Park et al., 2018; Poitras et al., 2018; PoZoB, 2021; Scholl et al., 2014; The Health Foundation, 2014; Winsor et al., 2013

Outcomes (O)	
Health outcomes	Coulter et al., 2015; de Been & van den Muijsenbergh, 2019; Derksen et al., 2013; John et al., 2020; King & Hoppe, 2013; McMillan et al., 2013; Muijsenbergh, 2019; Park et al., 2018; Rathert et al., 2013; Renzaho et al., 2013; The Health Foundation, 2018; Tomaselli et al., 2020; Van den Muijsenbergh, 2013; van Weel-Baumgarten & Brouwers, 2018; Wildevuur & Simonse, 2015
Patient involvement	de Been & van den Muijsenbergh, 2019; Derksen et al., 2013; DeRosa et al., 2019; Muijsenbergh, 2019; National Voices, 2014a, 2014c; PoZoB, 2021; Rochfort et al., 2018; Rocque & Leanza, 2015; Winn et al., 2015
Health system outcomes	Butterworth et al., 2019; de Been & van den Muijsenbergh, 2019; Jackson et al., 2013; John et al., 2020; McMillan et al., 2013; O'Donnell et al., 2016; Park et al., 2018; Van den Muijsenbergh, 2013; van Weel-Baumgarten & Brouwers, 2018; Wildevuur & Simonse, 2015
Satisfaction	Brickley et al., 2020; Derksen et al., 2013; King & Hoppe, 2013; Lafontaine et al., 2020; McMillan et al., 2013; Park et al., 2018; Rathert et al., 2013; Rocque & Leanza, 2015; The Health Foundation, 2014
Concordance	Brickley et al., 2020; Coulter et al., 2015; King & Hoppe, 2013; National Voices, 2014a, 2014b; Rochfort et al., 2018; Rocque & Leanza, 2015; The Health Foundation, 2018; van Weel-Baumgarten & Brouwers, 2018
Self-management skills	Coulter et al., 2015; John et al., 2020; National Voices, 2014b; Park et al., 2018; Rathert et al., 2013; Rochfort et al., 2018; Winsor et al., 2013
Psychological outcomes	Butterworth et al., 2019; Coulter et al., 2015; de Been & van den Muijsenbergh, 2019; Derksen et al., 2013; John et al., 2020; Muijsenbergh, 2019
Improved treatment	Boshuizen, 2014; Eikelenboom, 2017; Heijmans et al., 2016; InEen, 2016; McMillan et al., 2013; O'Donnell et al., 2016; Park et al., 2018; Rocque & Leanza, 2015; van der Velden, 2018; van Weel-Baumgarten & Brouwers, 2018

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