

S3 Table. Inductive and deductive thematic analysis

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
Theme 1: Enabling continuity of care							
1.1. Experiences with acute rehabilitation care							
<i>S03: "the services I found the least helpful, I found the physiotherapist very helpful and the occupational therapist over the speech therapy"</i>	Stroke	Physiotherapy and occupational therapy helpful and better than speech therapy	Specialized Services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S02: "I was taken by ambulance to the xxx and you're right the service there is like amazing and then that night I got transferred to the neuro because they didn't have a bed for me at the general which is also kind of a blessing in disguise"</i>	Stroke	Quality of services at some hospitals was excellent	Accessibility to healthcare Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: "the service I found at this hospital xxx was the least helpful"</i>	Stroke	Some services don't help	Specialized Services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S03: "Sometimes it doesn't connect. Exactly she just was not just my thing [the occupational therapist]"</i>	Stroke	Occupational therapy not helpful	Specialized Services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S04: "Others are terrible. Starting off with the doctor, you go see neurologist for 5 or 10 minutes while he's on the phone talking that's the first problem, they [the neurologist] don't care"</i>	Stroke	Physicians don't help	Specialized Services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S05: "I wasn't able to work full time before the stroke, I had a serious injury, but 10 minutes with the neurologist, after the stroke, Oh now you're good to work full time!"</i>	Stroke	Physicians don't help/ Beside manners	Specialized Services Accessibility to healthcare services Beside manners	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S04: "I said why seem to be having problems with my memory, I will go see my neurologist, and she [the speech therapist] said no neurologist can't help you, she discouraged me"</i>	Stroke	Speech therapy not helpful/ Respecting patients needs and preferences/ Memory problem	Specialized Services Individualized focus Deficits	Environmental Factor Body Function	e5 Services, systems and policies b1 Mental Functions	e580 Health services, systems and policies b144 Memory functions	e5808 Health services, systems and policies, other specified (Specialized services) b1449 Memory functions, unspecified

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<i>S04: "I couldn't care less, so I contact neurologist, and consequently maybe it's not really related to strokes"</i>	Stroke	Decisions made by patients without consulting the healthcare provider	Individualized focus	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S04: "the OT there she noticed, and gave you a quick memory test, and I got she goes wow!, you do have a memory problem"</i>	Stroke	Occupational therapy was helpful/ Memory problem	Individualized focus Deficits	Environmental Factor Body Function	e5 Services, systems and policies b1 Mental Functions	e580 Health services, systems and policies b144 Memory functions	e5808 Health services, systems and policies, other specified (Specialized services) b1449 Memory functions, unspecified
<i>S04: "because of her [the OT], getting hooked up with a neuropsychologist that does like 12 hours of testing and they found stuff"</i>	Stroke	Occupational therapy was helpful/ Memory problem	Individualized focus Deficits	Environmental Factor Body Function	e5 Services, systems and policies b1 Mental Functions	e580 Health services, systems and policies b144 Memory functions	e5808 Health services, systems and policies, other specified (Specialized services)
<i>T03: "So it's just having people believe you and support you and understand the difficulties that you're going through finding those health professionals, especially at the neuroscientist kind of level"</i>	TBI	Support is important, listening, understanding is important	Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "Who You would think would be extremely helpful, but I found that neuro physician. The most dismissive of all"</i>	TBI	Neurologist is dismissive; bedside manner is poor	Quality of services Beside manner	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T04: "I found a lot of them [the doctors] weren't taking me seriously"</i>	TBI	Malingering diagnosis leads to anxiety; Invisible disability	Quality of services Beside manner	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T02: "So I was following actually all of the recommendations and I wasn't getting better, no one considered my needs"</i>	TBI	Rehabilitation wasn't working; No progress	Individualized focus	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C04: "we educate [clinicians working at acute setting] our patients with time management, because that has an impact into mobility, when to stop, when to start"</i>	Clinician	Providing education; strategies - time management that impact on mobility	Education services to patients Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (education services)
<i>C010: "just doing a lot of teaching, the management, what is TBI and get a feel of how severe these symptoms are affecting them [at acute setting]"</i>	Clinician	Education as part of treatment planning	Education services to patients Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (education services)
1.2. Transition from acute to rehabilitation settings							
<i>S03: "Everybody wants to get better. Everybody wants access"</i>	Stroke	Access to services important, Motivated to get better	Accessibility to healthcare services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

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<i>to; we need access to health services”</i>							
<i>S01: “the occupational therapist at the xxx was very good and helpful”</i>	Stroke	Occupational therapy services help	Specialized services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S03: “I found the physiotherapist very helpful and the occupational therapist over the speech therapy”</i>	Stroke	Physiotherapy and occupational therapy helpful and better than speech therapy	Specialized services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S04: “For the next chunk of my experience, is the rehab places I went to xxx, everybody there was fantastic except for the speech therapist”</i>	Stroke	Some outpatient rehabilitation services is helpful	Accessibility to healthcare services Specialized services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (Specialized services)
<i>S04: “[the services] at xxx [rehabilitation centre] it was incredible, you talk about personalize service, it's incredible here”</i>	Stroke	Some outpatient rehabilitation services is helpful	Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S02: “the whole general system, it's the waiting to get to [rehabilitation], so you don't progress”</i>	Stroke	Wait times for services difficult; no progress while waiting	Accessibility to healthcare services Wait times	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S02: “then you find yourself with a 2 month wait period and that's like okay”</i>	Stroke	Wait times for services difficult; no progress while waiting	Accessibility to healthcare services Wait times	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: “as I probably speak mine, honestly unless you have like access to private”</i>	Stroke	Access to services/limited/ access to private	Accessibility to private healthcare services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (private services)
<i>S03: “reduce Wait times! I mean get people their needs and the proper treatments”</i>	Stroke	Wait times for services difficult; no progress while waiting	Accessibility to healthcare services Wait times	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: “if the [patient] have a family support, to compensate, patients will be discharged faster, versus the person who is alone”</i>	Clinician	Discharge factors to community/family	Discharge factors Family support	Environmental Factor	e3 Support and relationships	e325 Acquaintances, peers, colleagues, neighbours and community members	
<i>C03: “we've got a huge waiting list”</i>	Clinician	Wait times impact on rehabilitation	Wait times	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C04: “there is a gap between acute care and rehab”</i>	Clinician	Service Pathways from acute care to rehabilitation/limited	Service Pathways	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

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<i>C03: "one of the challenges in outpatient rehab is we have to know when we stop treatment? And when they need to go to the next phase?"</i>	Clinician	Discharge guidelines from rehabilitation care to community Barriers: limited resources	Uncertainty	Not covered			
<i>C03: "the thing to bring in the table is in getting the discharge summaries, I mean that is not even knowledge transfer that's only information transfer"</i>	Clinician	Limits to discharge summaries; information vs. knowledge/Service Pathways from acute care to rehabilitation/limited	Service Pathways Workflow design	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (workflow design)
<i>C01: "there is also another lack in the system is you know that the client either who never referred at all or the client who ends been through the continuum and never been discharge and there is no link"</i>	Clinician	Service Pathways from acute care to rehabilitation/limited	Service Pathways Workflow design	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (workflow design)
<i>C03: "sometimes it takes a month to get the discharge summaries from outpatient to outpatient here even though it is written it is because they are Shortens archives"</i>	Clinician	Integration and infrastructure; limited resources; takes too long for information to move through system/Service Pathways from acute care to rehabilitation/limited	Service Pathways Workflow design	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (workflow design)
<i>C06 "sometimes the referral gave us the wrong information by saying everything is good about the patient with moderate or severe TBI, and a month later everything is going badly or it's really difficult for them to do the same tasks"</i>	Clinician	Barriers- some referral give the wrong information/Service Pathways from acute care to rehabilitation/limited	Service Pathways Workflow design	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (workflow design)
<i>C04: "the young clients are mostly lost in the system and get no service [when] they are the ones who they have the most potential to go back to work"</i>	Clinician	Service Pathways from acute care to rehabilitation/limited to young clients	Service Pathways Young patients with impairments	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C03: "talking about having you know informatics electronic health records, so if it there it is saves time"</i>	Clinician	Using electronic health records; saves time - mitigates limited resources	Electronic health records	Environmental Factor	e1 Products and technology	e198 Products and technology, other specified (EHRs)	

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<i>C03: "so they have not been able to put together the file and sending them by fax, but if it was electronic, [it] would be quick"</i>	Clinician	Electronic health records would improve flow and speed of information	Electronic health records	Environmental Factor	e1 Products and technology	e198 Products and technology, other specified (EHRs)	
<i>C01: "if we would be able to cut down on the paper work, we will have a whole of time transferring the information"</i>	Clinician	Better workflow; minimize paperwork	Electronic health records	Environmental Factor	e1 Products and technology	e198 Products and technology, other specified (EHRs)	
<i>C03: "but when people in a rehab bed if they only have mobility issue or if they have mobility issues and other things they are get into rehab"</i>	Clinician	Systemic challenges in service pathway from acute care to rehabilitation/ what deficit is priority	Service Pathways Deficits Discharge Factors	Environmental Factor not covered Activity and Participation	e5 Services, systems and policies d4 Mobility	e580 Health services, systems and policies d499 Mobility, unspecified	e5809 Health services, systems and policies, other unspecified
<i>C03: "but when they have visual or cognitive it can be pretty settle, they go home and they are not necessarily picked up until they have a serious physical problem"</i>	Clinician	Systemic challenges in service pathway from acute care to rehabilitation/ what deficit is priority	Service Pathways Deficits Discharge Factors	Environmental Factor Not covered Body Function	e5 Services, systems and policies b2 Sensory functions and pain b1 Mental Functions	e580 Health services, systems and policies b210 Seeing functions b144 Memory functions	e5809 Health services, systems and policies, other unspecified b2101 Visual field functions b1449 Memory functions, unspecified
<i>C04: "is the OT and inpatient going to evaluate if the person can read, no, can they see, can they navigate around or they are safe"</i>	Clinician	Systemic challenges in service pathway from acute care to rehabilitation/ what deficit is priority	Service Pathways Deficits Discharge Factors	Environmental Factor Not covered Activity and Participation	e5 Services, systems and policies d1 Learning and applying knowledge	e580 Health services, systems and policies Applying knowledge (d160-d179)	e5809 Health services, systems and policies, other unspecified
<i>C03: "when they go to inpatient how long they do need to stay inpatient before they discharged home"</i>	Clinician	Systemic challenges in service pathway from acute care to rehabilitation/uncertainty	Service Pathways Uncertainty Discharge Factors	Environmental Factor Not covered	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C03: "the indicators of getting people to discharge as soon as somebody is able to be mobile and is able get to the bathroom and can do their ADLs they go home because they cannot keep staying there because otherwise they are going to block a bed and has repercussions"</i>	Clinician	Service Pathways from acute care to rehabilitation/Discharge Factors	Service Pathways Deficits Discharge Factors	Environmental Factor Not covered Activity and Participation	e5 Services, systems and policies d5 Self-Care	e580 Health services, systems and policies d599 Self-care, unspecified	e5809 Health services, systems and policies, other unspecified
<i>C02: "physically you say you need exercise to get better but cognitively well time well does the job, even for vision time will do the job no exercise, nothing"</i>	Clinician	Service Pathways from acute care to rehabilitation/Discharge Factors	Service Pathways Deficits Discharge Factors	Environmental Factor Not covered Activity and Participation Body Function	e5 Services, systems and policies d4 Mobility b1 Mental Functions	e580 Health services, systems and policies d499 Mobility, unspecified b144 Memory functions	e5809 Health services, systems and policies, other unspecified b1449 Memory functions, unspecified

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<i>C04: "if the [clients] had vision issues, vestibular issues, cognitive issues, or speech issues but physically they are fine, they will discharge with no service"</i>	Clinician	Service Pathways from acute care to rehabilitation/Discharge Factors	Service Pathways Deficits Discharge Factors	Environmental Factor Not covered	e5 Services, systems and policies b2 Sensory functions and pain b3 Voice and speech functions b1 Mental Functions	e580 Health services, systems and policies b210 Seeing Functions b330 Fluency and rhythm of speech functions b144 Memory functions	e5809 Health services, systems and policies, other unspecified b2101 Visual field functions b3309 Fluency and rhythm of speech functions, unspecified b1449 Memory functions, unspecified
<i>C01: "so that we are going really back in to acute care centers and [are] they doing proper triage"</i>	Clinician	Service Pathways from acute care to rehabilitation/Discharge Factors	Service Pathways Discharge Factors	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C01: "the education has to go back to the acute care teams in terms of rehabilitation"</i>	Clinician	Service pathways from acute care to rehabilitation limitation; education can be one strategy to improve care at acute level of care	Service Pathways Education services to providers	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (education services)
1.3. Access to rehabilitation in the community setting							
<i>C05: "when they are discharged, they can't go to the outpatient department because they are not independent to move around"</i>	Clinician	Discharge Factors/Deficits	Deficits Discharge Factors	Not covered			
<i>C05: "it's like a grey area where that person would have had the potential to develop independence but it's not enough to keep it"</i>	Clinician	Limits to restoring independent functioning in community; limits to independency	Deficits Discharge Factors	Not covered			
<i>C07: "To have the same services so you know to continue the rehabilitation outside of community, we need to have special services that can help them to function well at home"</i>	Clinician	Transition to community-based rehabilitation; limited resources impact on long-term functioning, mobility	Specialized services Accessibility to healthcare services Resources	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies e590 Labour and employment services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services) e 5908 Labour and employment services, systems and policies, other specified (resources)
<i>C06: "Even for the stroke clientele, some patients don't have access to the CPA program after discharge"</i>	Clinician	lack of services; difficult to plan	Specialized services Accessibility to healthcare services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>S03: "I watched CLSC come to their house [disabled friend] and they don't show up on time"</i>	Stroke	Quality community-based services are lacking; not showing up on time	Specialized services Accessibility to healthcare services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)

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<i>C05: "I find it's the difficult area when our patients are discharged, when we know that he would have the potential to become independent but it's as if the services don't exist in a certain way or at least not in an optimal way to continue that with him"</i>	Clinician	Community-based - lack of health care services; difficult to plan	Specialized services Resources Deficits Discharge Factors	Environmental Factor Not covered	e5 Services, systems and policies	e580 Health services, systems and policies e590 Labour and employment services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services) e 5908 Labour and employment services, systems and policies, other specified (resources)
1.4. Re-integration into the community							
<i>C05: "we can do training [for people with cognitive impairments at the clinic] but they will have difficulty making the connections in their real environment"</i>	Clinician	Care pathway: community-based - lack of services; difficult to plan	Re-integration Cognition	Environmental Factor Body Function	e5 Services, systems and policies b1 Mental Functions	e580 Health services, systems and policies b144 Memory functions	e5809 Health services, systems and policies, other unspecified
<i>T01: "my first occupational therapist wasn't really like telling me how to integrate myself really into regular life, like they were kind of just giving me some activities to do while I was there. And then we'd have a little talk but I didn't like it I didn't connect with them very much"</i>	TBI	Rapport with occupational therapy was difficult; There was a lack of integration of therapy into real life	Re-integration Specialized services Individualized focus	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>T01: "the second one I had he really focuses on each person well and he really gave us a schedule and he was the one who was like, okay, you need to push yourself. And I know it's not going to feel good and it's scary and everything"</i>	TBI	Rapport with 2nd professional was good; Scheduled, provided guidance and support and honest hard truths about path of recovery	Re-integration Specialized services Individualized focus	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>T01: "He [OT] was pushed me to go further than I thought I could which was reassuring telling you is okay like to do. I wasn't feeling like I was scared that I was like, doing something shouldn't be doing"</i>	TBI	Occupational therapy services was good; Pushed hard, progressed further that thought possible	Re-integration Specialized services Individualized focus	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>C06: "we try to put [the patients who are alone] in places [that offer] services to compensate for their safety"</i>	Clinician	Discharge planning; safety as priority; determining factors include support system (living alone)	Re-integration Support services Safety	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5808 Health services, systems and policies, other specified (support services) e5308 Utilities services, systems and policies, other specified (Safety)

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							standards for individuals with ABI)
<i>C06: "the person can be functional at home, but obviously [it is difficult to them] to be functional when they are going outdoors"</i>	Clinician	Discharge planning; safety as priority; determining factors include support system (living alone)	Re-integration Support services Safety	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5808 Health services, systems and policies, other specified (support services) e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>C05: "it is important to leave the patient with all the needed services when they are in community"</i>	Clinician	Transition to community-based rehab; limited resources impact on long-term functioning, mobility	Re-integration Support services Safety	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5808 Health services, systems and policies, other specified (support services) e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>S04: "Like I remember one of the classes, they are talking occupation, like if you got to fold clothes, don't stand over the table and do it, sit down and do it"</i>	Stroke	Structuring activities to be simple and take less energy facilitates participation and mobility	Re-integration Education services to patients	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Education services)
<i>S04: "the lady said well for your cooking, move your dishes that you used to this shower, if you tell me there's a normal person, I'd go what's the point, but you don't have the small battery"</i>	Stroke	Structuring activities to be simple facilitates participation and mobility	Re-integration Education services to patients	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Education services)
<i>T02: "there was a six week program and meditation and part of xxx education that I found very, very, very helpful. I really found it made the biggest shift in my education part"</i>	TBI	Meditation program was helpful	Re-integration Education services to patients	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Education services)
<i>C06: "[for persons who lives alone], it is important to make</i>	Clinician	Discharge planning; safety as priority;	Support services Safety	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies,

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<i>sure that they are safe, so it's always a must to have the notion of safety at home"</i>		determining factors include support system (living alone)			e5 Services, systems and policies	e530 Utilities services, systems and policies	other specified (support services) e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
1.5. Follow-up in the community							
<i>C03: "if they got a survey monkey of something to say are there any problems, how are you doing? Would help"</i>	Clinician	Follow up patients in the community using technology	Survey Follow-up	Environmental Factor	e1 Products and technology	e198 Products and technology, other specified (survey)	
<i>C07: "We're not the team that can do the training at their environment, [and the service] may take six months, we don't have the recourses and service to train our patients at their home. I think that's one of our big problems"</i>	Clinician	Community-based - lack of services; difficult to plan	Support services Recourses Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies e590 Labour and employment services, systems and policies	e5808 Health services, systems and policies, other specified (support services) e 5908 Labour and employment services, systems and policies, other specified (resources)
<i>C06: "in rehabilitation phase 2, the patient can go home once he is safe, and able to meet basic needs"</i>	Clinician	Eludes to some discharge planning standards (safety and basic needs)	Support services Safety	Environmental Factor	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5808 Health services, systems and policies, other specified (support services) e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>C05: "we do follow-ups, which last between 6 months to sometimes 2 years"</i>	Clinician	Follow up patients in the community using phone	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: "We do [the follow-up] more often by phone call, that would be useful for a certain category of people"</i>	Clinician	Follow up patients in the community using phone	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C05: "we do the follow up for our clients"</i>	Clinician	Follow up: varies	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

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<i>C05: "sometimes we do the follow up for other clients who came directly from the community and they are mobile"</i>	Clinician	Follow up: varies - source of referral	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C05: "sometimes, we see improvements in our patients after a year and a half of follow up. Most of the time it is physically not cognitively"</i>	Clinician	Follow up: timing and duration varies; as does improvement with patients	Follow-up Deficits	Environmental Factor Not covered	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C05: "It's not enough to provide, sometimes a guardianship, but that's it, it's just to have a little guidance that could help them, just to guide them"</i>	Clinician	Cognitive deficits may require guardianship; or supervision; or assistance	Support services Safety Deficits	Environmental Factor not covered	e5 Services, systems and policies e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5808 Health services, systems and policies, other specified (support services) e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>C05: "to have immediate and intensive follow-up [to our patients who are discharged] and make transition between outpatient and home very smooth and accomplish patients needs at his own environment"</i>	Clinician	Transition btw stages of rehab; acute to community; what resources available	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: "to take care of our patients in the long term especially for people who don't have the capacity to go back to work, how to keep them active?"</i>	Clinician	Long-term planning for activity/mobility; community-based treatment	Follow-up Support services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (support services)
<i>C06: "to keep them as active as possible after discharge"</i>	Clinician	Long-term planning for activity/mobility; community-based treatment	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: "the problem is who is going to do the follow up during the transition from phase 2 to 3"</i>	Clinician	Transition to community-based rehab; limited resources impact on long-term functioning, mobility	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: "if we take charge to do the follow up and do the training immediately at their home after discharge, we will save time but</i>	Clinician	Transition to community-based rehab; limited resources impact	Follow-up Support services Resources	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (support services)

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>the reality is that other clinician will take the responsibility and this will take a very long time</i>		on long-term functioning, mobility				e590 Labour and employment services, systems and policies	e 5908 Labour and employment services, systems and policies, other specified (resources)
<i>C01: "offering tele-rehab to those clients during winter time"</i>	Clinician	Shifting services; secondary effect different mode of service delivery- adapting tele-rehabilitation to be able to maintain as much of in person as possible	Follow-up Tele-health	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e198 Products and technology, other specified (tele-rehabilitation)	e5809 Health services, systems and policies, other unspecified
<i>C01: "it would be a limited session, a different type of session maybe but at least it is maintaining some contacts"</i>	Clinician	Shifting services; secondary effect different mode of service delivery- adapting tele-rehabilitation to be able to maintain as much of in person as possible	Follow-up Tele-health	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e198 Products and technology, other specified (tele-rehabilitation)	e5809 Health services, systems and policies, other unspecified
<i>C05: "I always think that [tele-rehab is good] for patients that they just need supervision from time to time"</i>	Clinician	Tele-health; depends on deficit/task; Access to tele-health resources	Follow-up Tele-health	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e198 Products and technology, other specified (tele-rehabilitation)	e5809 Health services, systems and policies, other unspecified
<i>C03: "Technology is more to follow up the patient to have data but the patient doesn't know"</i>	Clinician	Technology to help with transition to community-based care	Follow-up Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e199 Products and technology, other unspecified	e5809 Health services, systems and policies, other unspecified
<i>C03: "so if the patient has a smart watch that would help"</i>	Clinician	Wearable (smart watch) for rehab	Follow-up Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e198 Products and technology, other specified (smart watch)	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>C05: "it would be interesting to have, you know, a little chip that would allow us to see what route he took when he was really on his own"</i>	Clinician	Community-based assessment: use technology (RFI chip)	Follow-up Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e198 Products and technology, other specified (RFI chip)	e5809 Health services, systems and policies, other unspecified
<i>C02: "it could be virtual reality, kind of thing"</i>	Clinician	Virtual reality can be proper solution to treat patients during winter seasons	Follow-up Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e198 Products and technology, other specified (virtual reality)	e5809 Health services, systems and policies, other unspecified
<i>C06: "it's usually hard for older people to deal with a cell phone or a tablet or with a computer"</i>	Clinician	Age may impact usability, feasibility of using technology	Follow-up Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e199 Products and technology, other unspecified	e5809 Health services, systems and policies, other unspecified
<i>C06: "[using a tele-rehab] is not safe to cross the streets. Maybe it's to organize routines and things like that, in the house, but you know, to go outside for training, when you ask for supervision, it takes someone there, physically present"</i>	Clinician	Tele-health; depends on deficit/task; Limits to using tele-health - need to use in concert with in-person	Follow-up Safety Tele-health	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e530 Utilities services, systems and policies e198 Products and technology, other specified (tele-rehabilitation)	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>C05: "but for patients who are not completely safe, who are at risk of falling at home, tele-rehab would not work because I think it is only important to do the follow-up interventions"</i>	Clinician	Tele-health; depends on deficit/task; limits to telehealth; need for multi-modal treatment	Follow-up Safety Tele-health	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
					e1 Products and technology	e198 Products and technology, other specified (tele-rehabilitation)	specified (Safety standards for individuals with ABI)
<i>C05: "I honestly don't think so that virtual reality would work because the generalization point of view you know to do that in the lab is not same as real life, it doesn't transpose in the same way"</i>	Clinician	Virtual reality - does it generalize to real life; Need to use multi-modal approach to treatment	Follow-up Safety Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e530 Utilities services, systems and policies e198 Products and technology, other specified (virtual reality)	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>C06: "Perhaps it works with the clientele with little deficit, which is a good way to stimulate or to see, but I am certain that, as such, the clientele that is a little more cognitively affected, and the clientele that is a little more rigid, that would be a little harder"</i>	Clinician	Virtual reality - limits to applicability for all patients; Need to use multi-modal approach to treatment	Follow-up Safety Technology	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e580 Health services, systems and policies e530 Utilities services, systems and policies e198 Products and technology, other specified (virtual reality)	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
<i>C05: "it's over 60% of our entire clientele, older people with mild TBI and we have hard time following them up"</i>	Clinician	Follow up: varies - by age	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: "We don't usually follow up young adults with mild TBI who are either going back to work or who have a family"</i>	Clinician	Follow up: varies - by age and function	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>C05: "30% with moderate to severe TBI may be better to have them here than they leave to their home"</i>	Clinician	Follow up: varies - by age and function	Follow-up	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>C06: "I still have a gentleman who has just had a leave of absence and we're a bit uncertain, even if this gentleman can pick up the phone and talk and remember exactly who I am and why, it's not as simple as that"</i>	Clinician	Follow-up; but serious deficits and other factors may not be overcome by technology	Follow-up Safety Deficits	Environmental Factor not covered	e5 Services, systems and policies	e580 Health services, systems and policies e530 Utilities services, systems and policies	e5809 Health services, systems and policies, other unspecified e5308 Utilities services, systems and policies, other specified (Safety standards for individuals with ABI)
Theme 2: System Design							
2.1. Quality of care							
<i>T01: I felt like the doctors that I saw didn't really know, like they didn't have very good suggestions of what to do and how to help"</i>	TBI	Lack of quality doctor services	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "I think they [doctors] Kind of didn't really understand how it was really affecting [i.e. TBI] my life and didn't really kind of know how to guide me where to go"</i>	TBI	Lack of quality services; lack of knowledge of impact of traumatic brain injury; Lack of guidance	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "They kind of said go to physio, go to occupational therapy and like, that's kind of it, and it caused me a lot of anxiety and then he [the doctor] just was like, here's some anxiety meds!"</i>	TBI	Bedside manner poor; Just access services with lack of explanation and guidance; Medical model	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T02: "family doctor didn't know much, he was giving me a medication that wasn't working."</i>	TBI	Lack of traumatic brain injury knowledge; quality of services; Medical Model	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "And I think like in terms of the doctor didn't really know how to handle that and like it's hard because like all these professionals like there. This is their job"</i>	TBI	Lack of traumatic brain injury knowledge, Quality of services	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "At the same time, if they haven't experienced it like it's also hard to help you"</i>	TBI	Lack of traumatic brain injury knowledge, Quality of services	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>T03: "I guess I just wish in some way that when they sort of discovered that you have a mild concussion that they understand that it's still as debilitating as maybe what they would consider a more serious concussion"</i>	TBI	Uncertainty of impact of deficits; perception of a diagnosis; education of healthcare professionals	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "but I feel like nobody could really give you good education or like information about what was going on, they kind of just, you know, give you short answers that kind of thing"</i>	TBI	Guidelines for treatment; Education and information for patients; Staying up to date is difficult	Knowledge acquisition Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "they definitely help [the healthcare providers] with like symptom management so symptom management was obviously like one of the biggest things"</i>	TBI	Symptom management useful in rehabilitation	Symptom management Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (symptom management)
<i>T01: "my Osteo and the Cairo are the ones that really like actually helped a lot with my symptoms"</i>	TBI	Osteopath, Chiropractor useful in rehabilitation	Symptom management Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (symptom management)
<i>S03: "because she said there's only so much she can do for me and I had to do it on my own [the speech therapist], I was discouraged actually to hear when she said that to me, I don't know, I could have wanted more"</i>	Stroke	Bedside manner of speech therapy discouraging; I wanted to improve; Loss of hope	Specialized Therapy Individualized focus Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>T03: "What are those steps and How to apply them, you really need a specialist to really get in there and focus and help you improve on very specific things and how to do those things"</i>	TBI	Specialized professionals; Individualized treatment would be useful	Specialized Therapy Individualized focus Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>T02: "They told me I finished the rehab at xxx and I feel really left in the cold, I do not feel ready to be in the world at all, so what is next for me?"</i>	TBI	Lack of shared decision making	Specialized Therapy Individualized focus Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>T02: "So we set some goals they never said after you finish those goals or you're going to be finished"</i>	TBI	Lack of education about transition to end of services	Individualized focus Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>T04: "I was there [at rehabilitation centre] for the stroke not for the pain right, so they didn't take the pain into consideration at all"</i>	TBI	lack of individualized focus	Specialized Therapy Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>T05: "so for me personally i think that xxx should not be a place for rehabilitation for those with a TBI"</i>	TBI	Some institutions are better for specific injuries and healthcare	Specialized Therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>S03: "I was considered high functioning when I got here at xxx"</i>	Stroke	Impact of status and diagnosis on access to services	Specialized Therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5808 Health services, systems and policies, other specified (specialized services)
<i>C01: "I have some real concerns about [the health system] down the road even getting like worse with like the elderly you know, like it should have been more of a demand"</i>	Clinician	System of care not good enough for the patient; particularly the elderly	Healthcare services Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S04: "It's good though, I found that the rehab centers are good, the doctors well good luck with that one! And then, it's actually service that are missed still"</i>	Stroke	Services range from bad to good; Also, some services are missing	Healthcare services Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: "We have a very broken system. I have to tell you, none of the people sitting here don't not want to get better"</i>	Stroke	System of care not good enough for the patient	Healthcare services Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: "the system is very broken, it's very broken, and it's very sad, and it's very discouraging"</i>	Stroke	System of care not good enough for the patient	Healthcare services Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
2.2. Information services							
<i>T01: "I don't know, it's kind of hard to navigate what to do because you didn't really know who to listen to for where to turn"</i>	TBI	Navigate system; Lack of case management service; System	Navigate system Case management services Information services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "But so I really had to do a lot like on my own to try and find therapists and I went through everything you know like physio, occupational therapy, acupuncture, osteo, chiropractic"</i>	TBI	Navigate system; Lack of case management service; System	Navigate system Case management services Information services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>T01: "I did everything, you know, so I had to really find all these people on my own, and so it was hard to navigate, it takes time"</i>	TBI	Navigate system; Lack of case management service; System	Navigate system Case management services Information services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S04: "Accountability and oversight! who is he going to complain to? The manager?"</i>	Stroke	Oversight and accountability needed	Case management services Accountability	Environmental Factor	e5 Services, systems and policies e1 Products and Technology	e580 Health services, systems and policies e165 Assets	e5809 Health services, systems and policies, other unspecified e198 Products and technology, other specified (accountability)
<i>S04: "there is no bigger oversight. First one was a stroke, here is neurologist, here is a test, here is this place, the para-transit, there is nobody taking care of it all"</i>	Stroke	Oversight and accountability needed; Case management services would be useful	Case management services Accountability Information services	Environmental Factor	e5 Services, systems and policies e1 Products and Technology	e580 Health services, systems and policies e165 Assets	e5809 Health services, systems and policies, other unspecified e198 Products and technology, other specified (accountability)
<i>S01: "where do I get that information or How do I get, you know this or like, anticipatory guidance"</i>	Stroke	Lack of data infrastructure; Processes are lacking	Information services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "my concussion was considered mild, but my therapist at xxx said sometimes there's a small percentage of cases with mild that just go on a very long time" "And that's why I've been sent there for them to work on some long term solutions"</i>	TBI	Mild may not be so mild as it may last a long time; Service provided difficult but useful information	Information services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "I joined a group at xxx that was like it was in the Information Group about how concussions are different from traumatic brain injuries"</i>	TBI	Support group/ information group useful	Information services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
2.3. Oriented teamwork approach							
<i>S03: "Some are really stressed out, in the health care system , they may start off with more ideal vision of what they like, and then in the end they end up being you know, overworked"</i>	Stroke	Overworked healthcare professionals make it difficult	Overworked Professionals Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S02: "Forced overtime, and too many patients on one nurse and the nurses doing the doctors job"</i>	Stroke	Overworked healthcare professionals make it difficult	Overworked Professionals Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>S04: "the Healthcare in Canada is great, but the disconnect with the doctor and the others is the problem"</i>	Stroke	Disconnect between doctors and other professionals makes it difficult	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S04: "And you have the doctors, everybody is broken up the little parts and they don't talk to each other really"</i>	Stroke	Lack of quality team service	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "when I do more therapy like everyone kind of has their own suggestions and each different field has their own suggestions"</i>	TBI	Lack of team oriented approach	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "I mean, it depended like some of them [i.e. healthcare provider] said like you should do more therapy"; "some of them said you should do less like the doctors just kind of, I don't know"</i>	TBI	Lack of team-oriented approach	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T04: "everyone [healthcare providers] just kind of give their own opinions"</i>	TBI	Lack of team-oriented approach	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "I didn't really feel that anybody really has a good guide of what you should really do"</i>	TBI	Lack of team-oriented approach	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "It was just not super contradicting but difference of opinions and you kind of don't really know exactly what to listen to"</i>	TBI	Lack of team-oriented approach	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T02: "I was told I had a concussion, and, shouldn't do any exercise for two weeks, which I did"</i>	TBI	Guidelines for treatment inconsistent; no exercise for 2 weeks	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T02: "And then I was told to stay in a dark room for five days which I did"</i>	TBI	Guidelines for treatment inconsistent; stay in dark for 5 days	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T02: "And then I saw my family doctor and he says, Okay, you should be off of work for a month in which I did"</i>	TBI	Guidelines for treatment inconsistent; no work for a month	Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S06: "Proper training for the provider and teach them how to take care of the old man"</i>	Stroke	Quality healthcare; education needed for providers	Education to providers Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "I think maybe like education [to the healthcare providers] about what exactly is</i>	TBI	Guidelines for treatment; Education and information for patients;	Education to providers Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>going on and how they like see them like evolution like recovery"</i>		Staying up to date is difficult					
<i>T01: "Maybe this is kind of what we think will happen, or how we can think get better, or how to Personalized the different kinds of therapies to each situation instead of just saying go try this"</i>	TBI	Guidelines for treatment; Education and information for patients; Staying up to date is difficult	Education to providers Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "there's so many different information and everything changes a lot. The view of how to treat concussions and how they really like impact you have changed a lot over the last few years"</i>	TBI	Guidelines for treatment; Education and information for patients; Staying up to date is difficult	Education to providers Team-Oriented Quality of services	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
2.4. Self-management							
<i>T01: "Maybe just like self-management at home with the link residual effects"</i>	TBI	Self-education about TBI; self-management of symptoms	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: "[the work] fell on me as well to make sure that I continue everything that I learned, you know and practicing it"; "and I really push through that to bridge my gap"</i>	Stroke	Therapy left to patient to maintain, makes it difficult	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: "it's hard because if it falls so much on yourself, you're looking for help"</i>	Stroke	Therapy left to patient to maintain, makes it difficult	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S02: "I was lucky I had this therapist [speech therapist], I would have homework"</i>	Stroke	Speech therapy services provide homework and it's helpful	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>S03: "I was just happy to get the help and to be told what to do a little bit you know, to know what to practice, to know how to stand, or walk"</i>	Stroke	Grateful for services and self-therapy	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "And I've done a lot of research on my own, but how to deal with the day to day life stuff. That perhaps you can improve your symptoms during this day to day stuff"</i>	TBI	Self-education about TBI; Improve symptoms and their impact on ADLs	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T02: "[self-management and writing] helped me to work with my symptoms like you know pacing, managing symptoms, and it also helps with the scheduling"</i>	TBI	Self-management; writing, pacing, scheduling all helped	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>T02: "And my daily activities, whether it was my internet, shopping center, going into anywhere that reveals noise and very sensitive to all of the music fleeing blast in every single store every single shopping center I go around with headphones now"</i>	TBI	Noise-cancelling headphones are helpful in these environments	Self-therapy	Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
Theme 3. Accessibility and services in the community							
<i>S04: "So, you have the street, cement barrier, and the bicycle path and then the sidewalks, so, I am very curious, how does a handicap transfer"</i>	Stroke	Environmental barriers in the city limit mobility	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e1500 Design, construction and building products and technology for entering and exiting buildings for public use e5152 Architecture and construction policies
<i>S04: "I find the city of Montreal, during the snowstorm, they don't care if you are a handicap person, that's it, you are stuck inside"</i>	Stroke	Weather (snow) and lack of services to keep pathways clean and accessible impact mobility	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e1500 Design, construction and building products and technology for entering and exiting buildings for public use e5152 Architecture and construction policies
<i>S01: "[in the metro station] there is no escalators right, so it's like stairs, so how are you supposed to get down there, if like we do have a walker, you know. So, there's a limitation"</i>	Stroke	Lack of escalators in metro; impact on mobility	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e1500 Design, construction and building products and technology for entering and exiting buildings for public use e5152 Architecture and construction policies
<i>S04: "I think the laws about handicap service is disabled"</i>	Stroke	Challenges with knowing the law; how to access services with appropriate diagnoses	Policy	Environmental Factors	e5 Services, systems and policies	e575 General social support services, systems and policies e515 Architecture and construction services, systems and policies	e5758 General social support services, systems and policies, other specified (handicap services) e5152 Architecture and construction policies

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>C03: "construction is a big thing and navigating, especially if you have clients have cognition issue on top of that, they have hard time figuring out how to do it"</i>	Clinician	Barriers; construction sites (uneven ground, safety issues); limited access due to environment	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
<i>C04: "the street is clear but the sidewalks were not [because of the snow], so that's make it hard for the clients"</i>	Clinician	Community barriers cause a shift in mobility (wailing aid to wheelchair)	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
<i>S05: "I have bars in my house, so I don't use a cane inside; I got bars in the shower, now I don't have to use a bench anymore"</i>	Stroke	Accessible design features in the home (bars) help with mobility within the home	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
<i>S05: "they would not let me do it [the shower] without a bench. And, they would not let me home [the hospital] until I promise, that I would put a bench"</i>	Stroke	Accessible design features in the home (shower) help with mobility within the home	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
<i>T02" Well they close the gym [because of COVID]. So I had just started, I started just walking on the treadmill. I was a runner before so I can run"</i>	TBI	Disruptions in community services makes it hard to maintain progress	Recreational services	Environmental Factors	e5 Services, systems and policies	e575 General social support services, systems and policies	e 5758 General social support services, systems and policies, other specified (recreation services)
<i>T02: "it will be difficult [to access to community services] because they were asking [the healthcare</i>	TBI	Difficult to work on rehab goals on your own	Accessibility design Policy	Environmental Factor	e1 Products and technology	e150 Design, construction and building products and	e 1500 Design, construction and building products and

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>providers] you to do biking, hiking as a means to build up my cardio little bit"</i>					e5 Services, systems and policies	technology of buildings for public use e515 Architecture and construction services, systems and policies	technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
<i>C02: "I think that the intervention doesn't need to be with clients in itself, but with the city and the community"</i>	Clinician	Policy strategies at the community level; systems thinking lens transport (parking) & access to places (malls...); built environment; policy	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
<i>C02: "can the city of Montreal know a bit more the places where is a parking lot for a handicap person can be a priority?"</i>	Clinician	Policy strategies at the community level; systems thinking lens transport (parking) & access to places (malls...); built environment; policy	Accessibility design Policy	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e515 Architecture and construction services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5152 Architecture and construction policies
Theme 4: Transportation services							
<i>S05: "I couldn't put a seat belt, it was impossible, you couldn't put it up, nobody in the back seat could put it up, [while using transport adapted]"</i>	Stroke	Transport adapted/ poor service/ there is no differentiation between mental and physical handicaps/long ride/many people at the back seat/Physical limitations, not being able to put on a seatbelt; lack of services to help	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>S05: "At first I couldn't handle buses or metro, I'd get overwhelmed with all the simulation and be sick"</i>	Stroke	Sensitivity to stimulation, information, noise, light impact on mobility	Public transportation services	Environmental Factor	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (Public transportation)
<i>S05: "I can do the buses for a decent amount now, as long as it's not in rush hour or something"</i>	Stroke	Tolerance to crowds, with community transit can be a barrier	Public transportation services	Environmental Factor	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (Public transportation)

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>S05: "and I know they, just to come here for an appointment of 11:00 o'clock, I should be ready at 8:15, they drive you around for 2 hours, like crammed in the back of a hatchback with two other people, [while using transport adapted]"</i>	Stroke	Challenges with adapting to using services; requires pre-planning, spending more time, being uncomfortable while in transport	Transport adapted services Training	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>S05: "And you have an autistic person screaming the whole time. I can't handle noises, and it was unbelievable, [while using transport adapted]"</i>	Stroke	Impact of noise while using services; limiting future participation	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>S04: "Exactly, but the thing about the para transit is yeah you have this para transit service when you call and they are good, if they hire the taxis, and or they put them on the training course"</i>	Stroke	Some services (transit) are beneficial as long as they have appropriate training	Transport adapted services Training	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>S05: "Well, um I stopped with the transport adapted about a year ago probably, I use Uber, taxis, and the bus once in a while"</i>	Stroke	Option for community transit helps with mobility (transport, uber, taxi); Choices can facilitate participation	Public transportation services	Environmental Factor	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (Public transportation)
<i>S05: "usually, I'll go to an appointment, like actually when I was coming here, I'd take the bus here and then I would take an Uber home"</i>	Stroke	Option for community transit helps with mobility (transport, uber, taxi); Choices can facilitate participation	Public transportation services	Environmental Factor	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (Public transportation)
<i>C07: "sometimes, when we see [the patient], we can ask for transport adapted early enough when they are off work, but in any case, there is a [long] delay"</i>	Clinician	Limited access to (transportation) services	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>C05: "the transport adapted is not easy to use for patients with too much cognitive impairment"</i>	Clinician	Transport adapted/ poor service for people with cognitive impairment	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>C05: "it's too difficult to manage, they're not able to call, they're not able to give all the information"</i>	Clinician	transport adapted/ poor service for people with cognitive impairment	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>C06: "[patient who are not assigned for transport adapted] have a problem to get an access"</i>	Clinician	Accessibility to outpatient rehabilitation, transportation services	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>to outpatient services and have no way to get there”</i>							specified (transport adapted)
<i>C01: “[when] there is a snow storm, transport adapted becomes very difficult to use”</i>	Clinician	Weather, access to transport service (timing, location)	Transport adapted services Weather	Environmental Factor	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e540 Transportation services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>C01: “the reality is just they often they cannot come”</i>	Clinician	Weather, access to transport service (timing, location)	Transport adapted services Weather	Environmental Factors	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e540 Transportation services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>C04: “if there is a snow storm, just forget it [because] the transportation is very late or transport adapted doesn’t park close to them”</i>	Clinician	Weather, access to transport service (timing, location)	Transport adapted services Weather	Environmental Factors	e1 Products and technology e5 Services, systems and policies	e150 Design, construction and building products and technology of buildings for public use e540 Transportation services, systems and policies	e 1500 Design, construction and building products and technology for entering and exiting buildings for public use e 5408 Transportation services, systems and policies, other specified (transport adapted)
<i>C03: “there is also a financial issue that limit client’s mobility”</i>	Clinician	Limits of public (transportation) services and limits of out-of-pocket access due to limited funds	Public transportation services Financial limitation	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e540 Transportation services, systems and policies e165 Assets	e 5408 Transportation services, systems and policies, other specified (Public transportation) e1650 Financial assets
<i>C06: “they don't have the money to pay for a taxi every time, and transport adapted takes 2 months before they are accepted”</i>	Clinician	Getting the transport adapted service/late	Transport adapted services	Environmental Factors	e5 Services, systems and policies	e540 Transportation services, systems and policies	e 5408 Transportation services, systems and policies, other

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
							specified (transport adapted)
<i>S05: "people really do not give us those handicap seats, if you have a cane they do not care, oh my goodness, I guess I'm too young or something"</i>	Stroke	Lack of social norms for accessible seating on community transport	Public transportation services Social norms	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e540 Transportation services, systems and policies e150 Design, construction and building products and technology of buildings for public use	e 5408 Transportation services, systems and policies, other specified (Public transportation) e 1500 Design, construction and building products and technology for entering and exiting buildings for public use
<i>S06: "I was taking the bus to the general [hospital] I think and I had my cane, when we got there, the bus driver stopped, looked up and said, hold on I will help you cross the street"</i>	Stroke	Helpful social norms on community transport helps with mobility	Public transportation services Social norms	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e540 Transportation services, systems and policies e150 Design, construction and building products and technology of buildings for public use	e 5408 Transportation services, systems and policies, other specified (Public transportation) e 1500 Design, construction and building products and technology for entering and exiting buildings for public use
<i>S06: "that was exceptional, I was shocked, and I said, No, it's okay, relax. But that's one of how many?"</i>	Stroke	Helpful social norms on community transport helps with mobility	Public transportation services Social norms	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e540 Transportation services, systems and policies e150 Design, construction and building products and technology of buildings for public use	e 5408 Transportation services, systems and policies, other specified (Public transportation) e 1500 Design, construction and building products and technology for entering and exiting buildings for public use
<i>S05: "I've actually had a bus driver, that the bus was full, and nobody was giving up the handicap seats, and he actually stopped the bus and screamed at them, Get up and give in your seats. I was like wooo, thank you!"</i>	Stroke	Helpful social norms on community transport helps with mobility	Public transportation services Social norms	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e540 Transportation services, systems and policies e150 Design, construction and building products and technology of buildings for public use	e 5408 Transportation services, systems and policies, other specified (Public transportation) e 1500 Design, construction and building products and technology for entering and

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
							exiting buildings for public use
<i>S02: "But if it is a handicap seat, they should always have to be blank, for disabled person"</i>	Stroke	Helpful social norms on community transport helps with mobility	Public transportation services Social norms	Environmental Factor	e5 Services, systems and policies e1 Products and technology	e540 Transportation services, systems and policies e150 Design, construction and building products and technology of buildings for public use	e 5408 Transportation services, systems and policies, other specified (Public transportation) e 1500 Design, construction and building products and technology for entering and exiting buildings for public use
Theme 5: Uncertainty about the provided services							
<i>S04: "I asked myself if I would ever return normal and would my symptoms last for a life time. They recently told me at xxx that my physiotherapy sessions have ended"</i>	Stroke	Uncertainty of deficits and recovery limits mobility; lack of transition to community-based services	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T01: "nobody can give you like a timeline or you're never going to really be able to give a timeline, but more kind of an evolution symptoms, or maybe what to kind of expect based on your initial symptoms"</i>	TBI	Lack of timeline of recovery; education about individualized symptoms and recovery path	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "So once they categorize them as symptoms [clinicians] they explained to me what I should expect as a result from those symptoms sort of explained how those things are going to affect me"</i>	TBI	Knowledge of symptoms; individualized therapy and recovery path was useful	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "And how long it's going to take to recover and they didn't give me a timeframe, just that they said, oh, well, this is something that might take a while"</i>	TBI	Uncertainty about timeline; recovery path, navigating difficult	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "And now, because there's been a break and physiotherapy at xxx have stopped. I don't really know what to do?"</i>	TBI	Transition of services with COVID; lack of services; Uncertainty	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "But I just started my therapy when all this, when the COVID19 started so I really</i>	TBI	Transition of services with COVID; lack of services; Uncertainty	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

Quotes	Population	Formulated statements	Codes	ICF domain	1st Level ICF classification	2nd Level ICF category	3rd or higher Level ICF category
<i>haven't made any progress and I have no idea how to make progress at this point"</i>							
<i>T03: "I'm mostly resolved from it, but there's still some little symptoms and you kind of wonder, is that going to last forever or if there are ways to kind of do right now, especially because of all COVID as we don't have any therapies really like accessible"</i>	TBI	Uncertainty about lingering symptoms; uncertainty about transition of services during COVID	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified
<i>T03: "And apart from having all the symptoms, I have this vision problem, I have double vision. For which I still do not have my corrective lenses for it's been over a year and waiting for the glasses"</i>	TBI	Comorbidities of symptoms; Vision symptoms an issue; Wait times for vision services a problem	Uncertainty Healthcare services	Not defined Environmental Factor	e5 Services, systems and policies	e580 Health services, systems and policies	e5809 Health services, systems and policies, other unspecified

C: clinician perspective; S: stroke perspective; T: traumatic brain injury perspective