

SUPPLEMENTARY INFORMATION

Interview guide for rehabilitation clinics

a) Introduction/Introductory questions

- Thanks for agreement to participate
- Brief summary of the project/goals/team
- Importance of the interview for the exploration of the cooperation process and the development of a standardised questionnaire
- Goal: Exchange of experiences regarding cooperation work, there is no right/wrong (experiences, wishes, needs)
- Consent to audio recording / recording of interview
- Anonymity or visibility in reports desired? Assure confidentiality
- Introduction: How long have you been active as self-help representative/contact person in the rehabilitation clinic? Was there a self-help representative before your employment in this position?
- Would you please briefly describe your responsibilities? Do you receive additional compensation or other benefits for this position?
- Which patients do you usually deal with (briefly)?

b) Questions about the importance of SH

- In your opinion as representative in a rehabilitation clinic, what is the importance of self-help for patients in rehabilitation clinics?

c) Main part/questions on cooperation

1. Development of cooperation

- Which self-help actors (SHG/SHO/SHC) are you in contact with?
- Could you describe how your cooperation with the self-help actors (SHG/SHO/SHC) we are interviewing as well came about?
Since when? Who took the initiative/established contact? With what goal/expectations/motivation), On what basis? (Framework conditions: legal requirements, guidelines, provider structures), To what extent?

2. Organisation of Cooperation

- In what form does your rehabilitation clinic cooperate with these self-help actors and, if applicable, a SHC?
- What are the main goals of the cooperation?
- What self-help services do you offer at the rehabilitation clinic? Who offers them? Where do the services take place? Who exactly are the services aimed at? How are they accepted?
- With regard to the cooperation between SH and rehabilitation clinics, the concept of self-help friendliness (SHF) is a central topic. The concept contains five quality criteria for SHF. Do you know these criteria and are they implemented in your rehabilitation clinic?

Name five quality criteria for SHF. Please indicate to what extent the statements apply to your cooperating rehabilitation clinic.

- If you had to make a spontaneous assessment, to what extent is criteria x implemented?
- By whom and with which measures is criteria x implemented?

- Which (supportive and obstructive) factors play a role in the implementation of the criteria? (after asking about the five criteria)
- Are the measures for implementing the criteria regularly discussed in a quality circle or team meeting?
- Do you find the five criteria sufficient? If you had a free choice and could add criteria, which ones would you add?

Implementation of the cooperation, SHF quality criteria (additional: public relations intensity, website information, display of information material, provision of rooms, exchange of experiences, participation in quality circles, further training opportunities, participation), importance of the cooperation, integration into QM (what, how, where, when, how often, with whom, by whom)

- Are patients referred to SHG by your rehabilitation clinic? If yes, through which access routes?
- How could the motivation of rehabilitation patients to join an SHG be increased? What influence do they have?
 - Certain actors from the self-help and rehabilitation sector (e.g. self-help representatives of the rehabilitation clinic, local self-help clearinghouses, SPiG network)
 - Framework conditions (in particular contracts/agreements) on the success of cooperation with the rehabilitation clinic?

Health policy guidelines by federal/state ministries, organisational structures, contracts, role/responsibilities of SH and rehabilitation providers/associations, sponsors, certification pressure) Resources (personnel: Are there SHRs? Activities, areas of responsibility, time, space, financial), systems (guidelines for action, QM integration, etc.), digital services

3. Evaluation/Assessment of the Cooperation process

- How would you rate the overall quality of the cooperation (school grades)?
In addition: Regular evaluations, effectiveness (successful mediation, acceptance, motivation, actual use), importance for rehabilitants + subjective benefits, sustainability of cooperation, digital offers

4. Needs

- What would you like to see to improve cooperation with rehabilitation clinics and SHC?
- Do you have any wishes regarding your cooperation with certain actors in the self-help, rehabilitation or health care sectors as a whole and in particular with the SPiG network?

Structures/framework conditions, resources (personnel/time/space, acquisitions), SHG presence + offer, external presentation of the SHR, plans and wishes (own and rehabilitation clinics + possibly SHC, e.g. financial compensation etc.), communication between the actors, digital offers, outlook

d) Final questions and information

- Is there anything else you would like to tell me about your work as a representative?
- Are there any relevant points that remained open during the interview?
- Information about the project and ways to contact us
- Reference to homepage and next steps (evaluation, results for the questionnaire)
- Thanks