

1 **Additional File 1: CBPHC Planning Grant Focus Group Interview Guide Questions**

2 **(Clients and Families)**

3 Questions:

- 4 1. Who has been a recipient of primary health care in the last month?
- 5 2. Who has been a caregiver to someone who has received primary health care in the last
- 6 month?
- 7 3. What are some of the words you would use to describe “quality of care”?
- 8 4. Can you give an example of a time when you feel you received “quality of care”?
- 9 5. What is one reason for this being a positive experience for you?
- 10 6. Can you give an example of a time when you feel you didn’t receive “quality of care”?
- 11 7. What could have improved this experience to make it more enjoyable?
- 12 8. What does “patient centred” care mean to you?
- 13 9. What are some improvements that could be made to service delivery to make it more “patient
- 14 friendly”?
- 15 10. What do you think are examples of ways to promote a more active and healthy aging
- 16 community? How can we engage/empower seniors to become more involved in their own
- 17 care?
- 18 11. How can the system better support individuals who are trying to manage their own care?
- 19 12. How could the system be improved to make the care you receive more seamless?
- 20 13. If you were asked to come up with a value statement to put up in your doctor’s office about
- 21 the care that you expect to receive, what would it say?
- 22 14. If you had 1-minute to talk to an influential decision-maker about the care you have received
- 23 (or improvements that need to be made to the health care system) what would you say?

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1 **Additional File 2: CBPHC Planning Grant Focus Group Interview Guide Questions (Case**
2 **Managers, Service providers, and Administrators)**

3 Questions:

- 4 1. What does patient-centred care mean for different people and families?
- 5 2. What are some improvements that could be made to service delivery to make it more “patient
6 friendly”?
- 7 3. What do you think are examples of ways that we can promote a more active and healthy
8 aging community?
- 9 4. How can we empower seniors in their care?
- 10 5. How do you build capacity in communities for integrated care?
- 11 6. What is the role of geriatric specialists?
- 12 a. What are the benefits and strategies to involving them early?
- 13 7. Improving linkages across the system has been identified as a focus for our region for
14 integrated care. What linkages are most important and how should they be targeted?
15 (consensus)
- 16 8. What roles support care transitions, what is missing?
- 17 9. How can we provide long term, low intensity support to individuals who are at risk of
18 deterioration?
- 19 10. What changes need to be made to 1) roles, and 2) tools/processes to support system
20 navigation?
- 21 11. How can primary care adopt even more of a proactive, preventative approach?
- 22 12. What successes have you had in communicating and collaborating with other professionals?
- 23 13. How can we better support individuals who are trying to manage chronic conditions?
- 24 14. If primary care were the anchor for care coordination, what might that look like? What are
25 some examples of successes from other sectors that can be used as a model?