Appendix B: Interview Guide with the Elderly Care Recipient

1. Introduction/ building rapport
   a. Establish life history: past employment, family life, social support etc.
2. Ask about who has been helping them out with their health, care and medication, physical therapy
3. What kind of help have they been receiving? How did they come to be a care recipient?
4. Describe the care routine.
   a. Medicine management
   b. Hospital admission and post-discharge care
   c. Social care
   d. Home cleanliness
   e. Support and reassurance
   f. Mental health
   g. Access to health services
   h. Information giving/ health literacy
   i. Connection to other social agencies
   j. Post-op treatment and follow-up
5. Has the care they received met their needs or are there needs that remain unmet?
6. What is their relationship with community nurses, health aide workers and case manager? What do they perceive of their services?
7. Why do they think they have been allocated care?
8. What is their understanding of the role of community care workers?
9. Ask to give an account of their health issues, how they perceive their health, how their health affects their life situation or vice-versa, impacts of their health on relationships with others
10. What do they think about the help they are receiving? Have they observed any personal changes?
11. What have they learned from community care workers?
12. Has it improve their life situation or changed the way they think about their health?
13. Share about their experiences the last time they were admitted to the hospital. What do they think was the cause of their admission and if they feel the situation could have been avoided
14. How confident are they about managing their health? Do they feel that they have more understanding/ information about how to take care of themselves?
15. What about the health care they received was most helpful to their everyday life? What do they like best about it? What did they least like about it? How can the services be improved?