

## Appendix 1. Evaluation Questions (Project 4)

- 1) IMPACT support for the intervention
  - a) To what degree and how did the IMPACT approach to governance, relationships and processes actively influence the design and development of the intervention?
  - b) To what degree and how did the IMPACT approach to governance, relationships and processes actively influence the implementation and sustainability of the intervention?
- 2) Implementation of the intervention
  - a) Were the interventions implemented as planned?
  - b) What contextual factors influenced the intensity and fidelity of the interventions?
- 3) Impact of the intervention on patients, providers and practices
  - a) How has the intervention influenced patient participants' ability to access appropriate primary health care?
  - b) How has the intervention influenced the provider's knowledge and confidence to support the care of vulnerable patients?
  - c) How has the intervention influenced practice processes and policies to support vulnerable patients' access to appropriate primary care?
- 4) Has the intervention
  - a) influenced the degree to which patients form and strengthen enduring relationships with primary (health) care;
  - b) led to changes in health service utilization such as i) more appropriate referrals? ii) use of more comprehensive primary care? iii) continuity of care? and iv) reduced use of emergency departments and hospitals for ambulatory care sensitive conditions?
- 5) Sustainability and transferability of the intervention
  - a) To what degree are the interventions i) sustainable? ii) transferrable to other settings? iii) cost-effective?
  - b) What contextual factors influenced the sustainability and transferability of the interventions? What other contextual changes have emerged as a result of the intervention?