

Appendix I Interview/Focus Group Guides for Qualitative Descriptive Study

Focus Group Questions – Regional Community and Long-Term Care Specialists

1. What are your perceptions of caregiver education and support programs in terms of their utility, effectiveness and importance?
2. Please think about the programs you have implemented for patient education, caregiver education or caregiver support.
 - a. How did you go about implementing these programs?
 - b. What was your experience with implementing these programs?
 - c. If you have not implemented these types of programs, why?
3. The Timing It Right Stroke Family Support Program is an example of a structured caregiver program. The program uses a stroke support person (health care professional) to provide family caregivers with education and support in person and by telephone across care environments. The stroke support person meets with family caregivers in acute care to start providing support and to provide them with the program guide. The stroke support person will then conduct monthly follow-up telephone calls to address their support needs and to go over relevant information in the guide. The stroke support person follows family caregivers for approximately the first six months post stroke. This program aims to provide timely and tailored education and support to family caregivers. If you consider a structured caregiver support program like this one;
 - a. What factors would facilitate your region to implement this type of program?
 - b. What factors would hinder your region from implementing this type of program?
 - c. How could these factors be overcome?
4. What other thoughts do you have about meeting the needs of family caregivers?

Ending Question

5. Do you have any final thoughts for us today?

Thank you for taking the time to participate and share your thoughts with us.

Focus Group Questions – Regional Education Coordinators

1. In your region, what has been one key challenge to educating health care professionals to implement best practice recommendations in clinical practice?
2. Please think about the health care professional education initiatives you have implemented. How have these initiatives address the provision of patient and family education across the care continuum?
3. The Timing It Right Stroke Family Support Program is an example of a structured caregiver program. The program uses a stroke support person (health care professional) to provide family caregivers with education and support in person and by telephone across care environments. The stroke support person meets with family caregivers in acute care to start providing support and to provide them with the program guide. The stroke support person will then conduct monthly follow-up telephone calls to address their support needs and to go over relevant information in the guide. The stroke support person follows family caregivers for approximately the first six months post stroke. This program aims to provide timely and tailored education and support to family caregivers. If you consider a structured caregiver support program like this one; how could this type of program be incorporated into your regional education initiatives to facilitate its implementation into clinical practice?
4. What other thoughts do you have about meeting the needs of family caregivers?

Ending Question

5. Do you have any final thoughts for us today?

Thank you for taking the time to participate and share your thoughts with us.

Focus Group Questions – Regional/District Program Directors

1. What are your perceptions of caregiver education and support programs in terms of their utility, effectiveness and importance?
2. What programs have you implemented for patient education, caregiver education or caregiver support?
 - a. How did you go about implementing these programs?
 - b. What was your experience with implementing these programs?
 - c. If you have not implemented these types of programs, why?
3. The Timing It Right Stroke Family Support Program is an example of a structured caregiver program. The program uses a stroke support person (health care professional) to provide family caregivers with education and support in person and by telephone across care environments. The stroke support person meets with family caregivers in acute care, provides them with the program guide, and then conducts monthly follow-up telephone calls to address their support needs and to go over relevant information in the guide. The stroke support person follows family caregivers for approximately the first six months post stroke. This program aims to provide timely and tailored education and support to family caregivers. If you consider a structured caregiver support program like this one;
 - a. What factors would facilitate your region/district to implement this type of program?
 - b. What factors would hinder your region/district from implementing this type of program?
 - c. How could these factors be overcome?
4. What other thoughts do you have about meeting the needs of family caregivers?

Ending Question

5. Do you have any final thoughts for us today?

Thank you for taking the time to participate and share your thoughts with us.

Focus Group Questions – Regional Rehabilitation Specialists

1. What are your perceptions of caregiver education and support programs in terms of their utility, effectiveness and importance?
2. Please think about the programs you have implemented for patient education, caregiver education or caregiver support.
 - a. How did you go about implementing these programs?
 - b. What was your experience with implementing these programs?
 - c. If you have not implemented these types of programs, why?
3. The Timing It Right Stroke Family Support Program is an example of a structured caregiver program. The program uses a stroke support person (health care professional) to provide family caregivers with education and support in person and by telephone across care environments. The stroke support person meets with family caregivers in acute care to start providing support and to provide them with the program guide. The stroke support person will then conduct monthly follow-up telephone calls to address their support needs and to go over relevant information in the guide. The stroke support person follows family caregivers for approximately the first six months post stroke. This program aims to provide timely and tailored education and support to family caregivers. If you consider a structured caregiver support program like this one;
 - a. What factors would facilitate your region to implement this type of program?
 - b. What factors would hinder your region from implementing this type of program?
 - c. How could these factors be overcome?
4. What other thoughts do you have about meeting the needs of family caregivers?

Ending Question

5. Do you have any final thoughts for us today?

Thank you for taking the time to participate and share your thoughts with us.

Interview Guide – Health Care Professional Questions

1. Please tell us who you are, your professional training, and your role in the Ontario Stroke System.
2. Can you describe your involvement with family caregivers to stroke survivors?
3. What education and supports do family caregivers receive in your institution?
 - a. What is done well?
 - b. What could be done better?
 - c. What are your institution's future plans for offering programs to family caregivers?
4. What are your perceptions of caregiver education and support programs in terms of their utility and effectiveness?
 - a. Do you think your perceptions are in line with the perception of the health care organization you are currently in?
 - b. If not, in what ways are they different?
 - c. What factors would help your health care organization adopt family caregiver education and support programs into practice?
 - d. What factors are hindering your health care organization from adopting family caregiver education and support programs into practice?
 - e. What solutions would you propose to address these factors?
5. Our caregiver education and support program uses a stroke support person (health care professional) to provide family caregivers with education and support in person and by telephone across care environments; what factors would influence your health care organization to adopt this program?
 - a. What would be some of the barriers to adopting this program? What solutions would you propose to address these barriers?
6. What other thoughts do you have about meeting the needs of family caregivers?

Ending Questions

7. If you could make one change to the health care system to make things better for family caregivers, what would that change be?

8. Do you have any final thoughts for me today?

Thank you for taking the time to participate and share your thoughts.

Interview Guide – Local Health Integration Network Executive

1. Please tell me about your professional training and your role in the Local Health Integration Network
2. What are your perceptions of the need for, availability, and effectiveness of caregiver education and support programs?
3. What initiatives specifically targeting family caregivers are in place or in development? Can you describe them?
4. One model of a caregiver education and support program uses a stroke support person (health care professional) to provide family caregivers with education and support starting in acute care by meeting with them in person and then calling them monthly for approximately the first six months post stroke.
 - a. What could facilitate the implementation of this program into practice across your LHIN?
 - b. What could hinder the implementation of this program into practice across your LHIN?
 - c. What solutions would you propose to address these barriers?

Ending Questions

5. What other thoughts do you have about meeting the needs of family caregivers?
6. If you could make one change to the health care system to make things better for family caregivers, what would that change be?
7. Do you have any final thoughts for me today?

Thank you for taking the time to participate and share your thoughts.

Interview Guide – Local Health Integration Networks (LHIN) Primary Care Leads

1. How did the LHIN primary care leads group come about? Please describe your role as the primary care lead.
2. What initiatives specifically targeting family caregivers are in place or in development? Can you describe them?
3. How would caregiver education and support programs fit into primary care across your LHIN?
 - a. What factors would help the implementation of family caregiver education and support programs into practice?
 - b. What factors would hinder the implementation of family caregiver education and support programs into practice?
 - c. What solutions would you propose to address these factors?

Ending Questions

4. What other thoughts do you have about meeting the needs of family caregivers?
5. If you could make one change to the health care system to make things better for family caregivers, what would that change be?
6. Do you have any final thoughts for me today?

Thank you for taking the time to participate and share your thoughts.