

**Appendix 1. Ethnographic Observation Template**

<b>Participant ID:</b>	<b>Observer:</b>	<b>Visit type:</b>
<b>Program enrolled:</b>	<b>Date of observation:</b>	<b>Setting:</b>
<b>Team member:</b>	<b>Observation start time:</b> <b>Observation end time:</b>	<b>In attendance:</b>
<b>Delivery of Information</b>		
What are the activities carried out?		
<b>Interactions between healthcare providers and clients (patients and (or) caregivers)</b>		
Healthcare provider's effort to build rapport (observed relationships between providers and clients):		
Healthcare provider's effort to engage clients (involvement of clients in their health and social conditions):		
Healthcare provider's effort to empower clients (E.g. providing relevant information and skills to improve clients' self-efficacy and ability to make informed decisions):		
Clients' responsiveness (Clients' responses and extent of engagement to healthcare providers and intervention):		
Other Notes:		

## Appendix 2. Outline of an Interview Guide with Key Stakeholders in CARITAS

Topic	Questions
<b>Introduction</b>	<ol style="list-style-type: none"> <li>1. How are you involved in the CARITAS network?</li> <li>2. How has your experience been working in the network?</li> </ol>
<b>Components of CARITAS</b>	<ol style="list-style-type: none"> <li>1. Could you help me understand more about the various components of CARITAS? (e.g. weekly multi-disciplinary meeting, referral to community partners, outpatient follow-up, inpatient ward, polyclinics, etc)</li> <li>2. How do you follow up with patients? How do you design care plans?</li> <li>3. How is information exchanged? How is the network financed?</li> </ol>
<b>Experience of working together</b>	<ol style="list-style-type: none"> <li>1. What do you think is the objective of the network?</li> <li>2. How do you work together to provide different aspects of care in the network?</li> <li>3. How has the partnership across organizations been like?</li> </ol>
<b>Experience of being in the network</b>	<ol style="list-style-type: none"> <li>1. What do you think are the factors that contributed to the success of the programme? What are your challenges?</li> <li>2. What are some aspects you felt have changed over the years? How did you adapt?</li> <li>3. How do you think patients and family members have benefitted from the network?</li> </ol>
<b>Evaluation</b>	<ol style="list-style-type: none"> <li>1. How can CARITAS be improved?</li> <li>2. How does CARITAS compare with other integrated care programmes you have worked with or are familiar with?</li> <li>3. Do you think that CARITAS should be scaled up or expanded?</li> </ol>