

Supplementary file 1. Semi-structured interview guide – sample questions

Cohort	Sample questions
Children and young people	<ul style="list-style-type: none"> • Can you please tell me about why you come to hospital? <ul style="list-style-type: none"> ○ How does it feel coming to the hospital? • How would you describe the way your doctors talk to you? • Do you get to choose what happens here at the hospital? • What other places do you go for your health care? • Do you like school? What do you like at school? • What don't you like at school? • What do you think could make you feel better? • What would make your experiences here better? • Is there anything else you would like to talk to me about?
Parents	<ul style="list-style-type: none"> • Can you please describe how much you understand your child's condition and care/treatment plans? • Can you please describe what your child's CCP nurse does for you and your child? • How would you describe your involvement in decision making for your child? • How would you describe the way the other health providers (doctors, allied health, nurses) treat your child? • How would you describe the way the other health providers (doctors, allied health, nurses) treat you as a parent/carer? • Do you believe that you are fully informed about your child's care plans and treatment, as much as you want to be? • Do you think all of your child's health providers speak to each other about your child? • How much attention do the health providers pay to you as the parent and carer of your child? • Do they ask you about your family and home everyday life? • Is there anything else you would like to talk to me about?
Healthcare providers	<ul style="list-style-type: none"> • Can you please describe what you believe integrated care means? • What is your own experience of working in an integrated way? • Can you please describe what you know about the Connected Care program and its benefits to patients? • How well do you think you take into account the needs of the whole family, not just the child you are treating? • When providing care to these children with complex conditions, do you talk to other professionals? • How do you think the system you are working in could be improved for the care of children with complex and chronic conditions? • Is there anything in particular that prevents you from doing the job you personally would like to do? • Is there anything else you would like to talk to me about?