

## **Exploratory interview topic guide**

### **Dialysis Centre personnel**

- Profile of patients attending the centre (Probe: age group, gender, socio economic background including education and employment, illness duration)
- What kind of services are offered at the centre?  
Probe: Dialysis, patient counselling, meeting and psycho education for family members, group therapy or peer education for patients/ family members, Other services such as lab, pharmacy, etc.
- What type of dialysis are conducted? (If more than one, what are the criteria to choose one method to other?)
- How about patient adherence? (regularity with doctor's appointment, dialysis session, other therapy sessions) In people are not adherent, what are the reasons cited by them to miss a session?
- What is the procedure for admission? (referral from other centres, patient walk in, inclusion exclusion criteria)
- What are the major issues discussed by patients here?
- If a patient expresses his inability to pay for dialysis, are there any mechanisms to assist him? (probe: reduction in fees, referral other centres offering free services, exploring other options for subsidies etc?)
- What are the major trends with CKD that you have observed over time? (example, increase or decrease in number patients, any patterns with regards to socio economic status, or risk factors)
- What are your views on the services offered here, and in other centres ? What are the key issues you have noticed? (in terms of HR, quality of services offered, fee for services etc)

### **Interview topic guide – patients**

- Illness details- how did CKD get detected? Duration of illness
- Care seeking trajectory- from the detection of CKD till now
- Economic aspects- treatment cost, additional expenses- how treatment costs are managed
- Views on the services offered at different centres- staff attitude and communication, information given by the staff, views on support services etc
- Family/social support available
- Suggestions to improve the services for CKD patients