

## CALD NEEDS, ACCESS, AND UNDERSTANDING OF INFORMATION

### **Supplementary material S1. Interview Guide**

Introduction/preamble:

Before we begin, have you read and brought the signed consent form? If not, we have a copy here for you to read and sign. Please let us know if you have any questions before signing the consent form. [Allow time for participant to read, to ask any questions and to sign consent form]. As described in the consent form, the entire interview will be recorded, to help us have the most accurate information. Is that still okay with you? [Allow time for affirmation or negation].

Thank you.

Thank you for participating in our study. The purpose of this interview is to identify priority areas for the care of culturally and other linguistically diverse patients, referred to as CALD patients, in terms of information needs. These can include: physical patient care, emotional and psychosocial, practical, spiritual, sexuality, and information needs. We hope that with your help, our results will aid in developing more culturally relevant and useful resources for these patients. Everything you say will remain confidential and kept within our research team. The interview will last approximately 30 minutes. During the interview I will be asking about your perception of CALD patients' information needs. There are no right or wrong answers. I may also be taking some notes, just so I won't forget important information. Let me know at any time if you do not want to answer or feel uncomfortable and would like to stop the interview. Before we begin, do you have any questions for me?

I will now turn on the audio recorder.

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- 1. What is your experience with providing information to culturally and linguistically diverse patients with a chronic illness?**
- 2. What is most difficult/challenging for you in your practice in providing care to CALD patients with a chronic illness?**
  - How have you dealt with these difficulties and challenges?
  
  - Probe: What has helped you provide care to CALD patients with a chronic illness?
- 3. What do you think are the main challenges faced by CALD patients with a chronic illness?**

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- 4. Follow up: What do you think are CALD patients' main sources of support in coping with their chronic illness – in the healthcare team and outside of the team?**

Given that the main source of support is usually the family, how does that impact on the care you provide or how you provide care?

- 5. What type of information do you feel can help culturally and linguistically diverse patients in managing their chronic illness?**

○ Probe: For example, verbal (e.g. conversations, discussions etc.), written information (e.g. books, pamphlets, flyers, posters etc.), electronic (e.g. websites, e-mails etc.), audio (e.g. radio, audiotapes etc.), video (e.g. TV, online videos etc.), or others

○ Follow-up: Are there specific topics that you feel are more important than others? For example medications, support services, symptom monitoring, nutrition, etc.?

○ Follow-up: Do you think they have access to this information?

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**6. Who, or where (people or places) do you think these patients usually go to receive this information?**

- Probe: For example doctors, nurses, pharmacy, their friends, their family, internet search engines, community centers, hospitals, or complementary or alternative methods such as naturopath or homeopath or traditional Chinese medicine etc.?

**7. What do you think helps CALD patients understand health information?**

- Probe: For example, having images, numbers, using their native language, avoiding jargon, etc.?

**8. Can you give me an example of a time when you had to teaching or explain something medically-related to someone who did not speak English or French, how did you go about it?**

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**9. If you could imagine a rather ideal situation in which money or time was not an issue, what would the ideal support or information resources look like for CALD patients?**

**10. Here are some materials translated by various organizations. Have you seen these materials before?**

○ Did you know these materials were available?

○ Please tell us what you think about these materials?

– Probe: How useful are these resources?

○ What do you think is the best way for patients to access this information? E.g. From professionals like you, the internet, the community etc.

○ Do you feel like these materials meet their information needs?

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- What should be changed?

Just to summarize before my last question....

### **11. Is there anything else you think we should know related to CALD patients' information and supportive care needs that we have not discussed?**

Before ending this interview I have a brief socio-demographic questionnaire for you to fill out. It's to help us describe who participated in our study and it will remain anonymous. Let me know if you have any questions. Thank you very much for participating.

I will now turn off the audio recorder.

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1. What is your age? \_\_\_\_\_
2. What is your gender? (Circle one) M      F
3. Which stakeholder group do you primarily belong to? Select your primary occupation type.
  - Academic/researcher
  - Clinician
  - Manager
  - Equally researcher/clinician
  - Other \_\_\_\_\_
4. What is your primary profession?
  - Psychology/Behavioural Sciences
  - Nursing
  - Social Work
  - Psychiatry
  - Family medicine
  - Physiotherapy
  - Occupational therapy
  - Dietetics
  - Public Health
  - Management
  - Pharmacy
  - Other \_\_\_\_\_
5. What is your field?
  - Primary Care
  - Oncology
  - Surgery
  - Radiation
  - Other \_\_\_\_\_

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6. Approximately how many years have you been practicing in this field?

Select only one.

- 0-2
- 3-5
- 6-8
- 9-11
- 12-14
- 15-17
- 18-20
- More than 21

7. What is your employment status in your primary role?

Select only one.

- Permanent Full Time
- Temporary Full Time
- Temporary Part Time
- Permanent Part Time
- Other \_\_\_\_\_

8. Please identify the chronic disease population that is a primary part of your clinical practice area (where you spend most of your clinical time)?

- Metabolic diseases (e.g. Diabetes, hyperlipidemia etc.)
- Cancer
- Chronic Respiratory Disease
- Cardiovascular and Stroke
- Arthritis/Rheumatism
- Not applicable
- Other \_\_\_\_\_