Appendix A

Interview Schedule for Care Providers

Questions will be semi-structured and will explore the following outcomes: satisfaction, knowledge, and experience with coordination, integration, and continuity of care.

Introduction

Hello, my name is (insert). I am a researcher conducting the study called “An Evaluation of NaviCare/SoinsNavi: The New Brunswick Navigation Centre for Children with Complex Health Conditions.”

I would like to thank you for agreeing to participate in this interview. Before we start, I would like to review the consent form with you. If you have any questions, please do not hesitate to ask.

If you have no further questions, then we can begin. I am now turning on the recording device.

Satisfaction

1) Describe your experience with NaviCare/SoinsNavi.
2) Have you received any services directly from the PN with NaviCare/SoinsNavi?
   a. If yes, proceed to question 3
   b. If no, proceed to question 11
3) How satisfied were you with NaviCare/SoinsNavi [e.g., the services offered by the patient navigator (PN)]?
4) How satisfied are you with the PN’s ability to listen and understand issues related to the needs of families with children with complex conditions under your care?
5) What was your experience like with the PN in terms of his/her ability to answer your questions?
6) How did you find the PN’s knowledge about the services available in NB and outside NB?
7) Did the PN direct you to any services or resources? Was this useful? Why or why not?
8) In general, how helpful was the PN?
9) How helpful was the information provided to you from the PN to your ability to assist families with children with complex conditions?
10) Would you call the centre again?
11) Would you refer families/patients in your care to use the centre? Explain why or why not.
12) Have you used the NaviCare/SoinsNavi website? How satisfied were you with the contents of the website? Please explain.
Knowledge

1) If you received any services directly from the PN with NaviCare/SoinsNavi, did you learn about new programs or services for families with children with complex health conditions?

2) In what ways did the PN affect your ability to support and coordinate care for families in your care?

3) In what ways does the education offered through NaviCare/SoinsNavi services assist and support care providers and families in NB? Please explain.

Experience with coordination, integration, and continuity of care

1) In what ways did the services provided through the centre and the PN affect the time you spend caring for families in your practice?

2) How does the presence of the centre and support of the PN affect communication between care team members and families?

3) Referring to families who are in your care and have used NaviCare/SoinsNavi, in what ways do you feel the centre and PN affect their ability to navigate the system when caring for a child with complex conditions?

4) In what ways has the centre changed your rates of referrals to specialists, programs, and services for families? Have you either witnessed a change or heard about it from your patients/families in your care?

5) Overall, do you think the centre has affected collaboration, coordination, integration, and navigation of the system for both care providers and families?

General Overall Concluding Questions

1) To what extent have services from NaviCare/SoinsNavi affected your practice?

2) What are potential areas where the centre can make improvements to support care providers and families around navigation and coordination of care for children with complex health conditions?

3) Is there anything else you would like to add to regarding your experiences with NaviCare/SoinsNavi?

Background questions

1) Where do you work?

2) Are you employed through the public, private sector, or not-for-profit sector?

3) What is your current position?

4) What setting do you work in?

5) Do you have direct experience with NaviCare/SoinsNavi or has your involvement been through one or more of your clients/patients

Conclusion
This concludes the interview. The results of the study will be available on the NaviCare/SoinsNavi website once the project has been completed. Once again, I would like to thank you for your time and participation in this study.