

Semi-structured interview guide

Action area, outcome areas

- 1) What are the objectives of your province's centralized waiting list for unattached patient?
- 2) Why was this mechanism implemented in your province?
 - Who were the leaders in developing the centralized waiting list?
 - Were you inspired from another province's waiting list?
 - What were the roles of the medical/professional federations in the implementation of centralized waiting lists?
 - Are there specific characteristics that set your province apart, a particular history, etc., and that have influenced the implementation of the centralized waiting list for unattached patients?

Inputs/Strategies

- 3) How is operating the waiting list?
 - What are the resources invested?
 - Who finances this program?
 - What are the governance structures of the centralized waiting list?
 - If there are multiple waiting lists in the province, how are they coordinated?
- 4) How is the waiting list publicized to the population and to the family physicians/nurse practitioner?

Processes /Structures

- 5) Can you describe the general process from registration on the centralized waiting list to attachment to a primary care provider? What are the main steps?
 - Is there any assistance provided to patients facing barriers to registering on the list?
 - Is the process the same for nurses practitioners as for family physicians?
 - What criteria is attachment based on? (geographical distance, provider's expertise, etc.)
 - Are there mechanisms in place to evaluate patients' vulnerabilities/medical needs? How are patients prioritized? How are vulnerable/complex patients defined?
 - Are there mechanisms in place if the attachment does not suit the patient or provider?
- 6) What are the services or the information offered to patients waiting for attachment on the centralized waiting list?

- 7) How does primary care provider's participation in the centralized waiting list work?
→ What information is sent to the provider once they have accepted to attach a new patient? How is this information sent?
- 8) In your opinion, what are the factors that encourage providers to attach patients from the centralized waiting list? What are the barriers?
- 9) Once the patient is attached to a provider, is there a follow-up with these patients from the centralized waiting list mechanism?

Context

- 10) In your opinion, are there certain characteristics of the models of primary care in your province that influence the participation of provider in the centralized waiting list?
→ Are there financial incentives to encourage them to attach patients from the list?

Impacts

- 11) Finally, in your opinion what have been the impacts of the centralized waiting lists since their implementation?
- 12) Do you have tools to monitor the performance of the centralized waiting list? Who is in charge of monitoring? What information is used for monitoring? How is this information collected?
- 13) What do you think the average wait times are for attachment via the centralized waiting lists? Are there types of patients that wait longer/shorter periods?
- 14) Has the centralized waiting list had unexpected/adverse effects?
- 15) What would be some changes that could be implemented in your province to improve centralized waiting lists?