

Innovative approaches/priority dimensions of care	Categorisation of dimensions under structure, process and outcome constructs
<u>Dimensions listed in the article published by Mahomed et al.</u> Multidisciplinary teams Task-shifting Appointment systems Standardised medical records Infrastructure Equipment Strengthening laboratory systems Referrals Improved supply chain management and procurement New cadres of health workers Adherence support* Patient education* Community outreach through home-based services (defaulter-tracing) Community engagement Stakeholder participation Improved monitoring and evaluation <u>Dimensions listed in the ICDM manual (Mahomed is a co-author of this manual)</u> Critical medicines (page 62) Waiting time (page 63) Coherence of integrated chronic care (page 78) Prepacking/pre-dispensing of medication (page 78)	 Process Structure Process Process Structure Outcome Outcome Process

The eight emboldened dimensions of care were selected based on the ability of patients to respond to statements in the questionnaire based on their lived experiences with healthcare services in the health facilities

*Adherence support and patient education were not included in the questionnaire because services in these areas focused on HIV/AIDS patients who constituted 32% of the study population in our study