

Active involvement of stakeholders in programme design, implementation & evaluation

- Change of organisational culture [36,37,23]
- Staff Outcomes: Greater understanding of role of mentoring/supervision [36,37,42]; greater participation levels in programme [36,37,43], content/structure of material/programme perceived as appropriate & relevant [53,46], knowledge gains [34,14]
- Sustainability of programme [36,37,43,34]

Needs analysis prior to intervention

- Service outcomes: access to & quality of services [56]
- Staff outcomes: perceived appropriateness of programme, perceived positive use of staff time, confidence in practicing in R & R areas, higher attendance levels, positive influence on perceived clinical skills and/or confidence in performing clinical interventions that they would not be able to support otherwise [49,76,48,47,73,77,49,54,43,41,50]
- Sustainability of programme [47]

External support, organisation, facilitation &/or coordination of programme

- Staff outcomes: Greater participation levels in programme/course completion rates [57,51], improved reflective practice [66], enhanced skills [75,65,66], retention of staff [65,49]
- Sustainability of the programme (e.g. through sustained funding) [47]

Marketing of the programme

- Organisational commitment [36,37]
- Greater participation levels [36,37]

Leadership

- Service outcomes: Improved collaboration & 'actioning' of issues [23,33]
- Staff outcomes: Change in health worker behaviour [23]

Accessible & adequate resources

- Greater success implementing the programme [45,75]
- Staff outcomes: job satisfaction, clinical decision making & competence [71,15] capacity to attend programme [49,75], attainment of learning goals [49,75]
- Service outcomes: higher standards of practice [39,41,71,15]

Contextual mechanisms related to 'successful' support interventions

Networking & Supportive relationships

- Greater impact on staff outcomes: job satisfaction/staff wellbeing (being supported or connected) when working as a rural/remote practitioner [70], satisfaction with the programme [33,66,75], high attendance rates & engagement with the programme [54,33,59], improved knowledge of roles & knowledge sharing [54], retention of health workers [66], improved collaboration with other health professionals [41], improved competence [41]

Access to training/skills/knowledge to perform supervision/ education and/or mentoring

- Sustainability of programme [56,48]
- Improved attitude to supervision/mentoring [36,37]
- Staff outcomes: perceived increases in self-reported knowledge, confidence in practice and skills [48,71]

Organisational commitment

- Greater participation levels [36,37,23]
- Change of organisational culture [36,37,23,42]
- Retention of staff [39]

Regular feedback & evaluation opportunities

- Staff outcomes: Greater participation levels [15,43], programme perceived as relevant and useful [54,45,42,49]