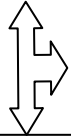


**Recruitment:** 58 healthcare professionals and managers



2 PCPs  
declined

**Interviews:** 56 participants  
**Documentation, observation**

**Results:** Current practices, perceived issues and expectations regarding elderly care. Processes leading to adverse outcomes.

**Focus groups:** 56 participants

Focus  
Group 1

Focus  
Group 2

Focus  
Group 3

Focus  
Group 4

**Results:** proposal for change including

- objectives of the intervention
- expected key features of the intervention at the clinical level, the structure and the process levels.

**Validation:** 56 participants  
+ 2 PCPs who initially declined to participate

**Results:** Consensus, appropriateness of the intervention