

TEOFILO OTONI & PADRE PARAISO - NCD PATIENTS

- Objectives:** To assess access, experience, attitudes, and behaviors related to NCD care among HealthRise NCD patients.
- Methodology:** Focus Groups (6-12 participants each). If unable to gather a complete focus group, triads, dyads, or individuals may be interviewed.
- Target participants:** NCD patients of different sociodemographic backgrounds that are being followed at Primary Health Care Units in the Teofilo Otoni region and in Padre Paraiso.

Beliefs about and Attitudes toward Diabetes and Cardiovascular Disease

Interviewer please say: We are interested in understanding how you view chronic diseases, specifically diabetes and hypertension.

- In your own words, what is diabetes?
- Who can get diabetes?
- Are there things a person can do to prevent getting diabetes? If so, what?
 - Probe: Why might a person not do these things?
- How can someone know if they have diabetes?
- What happens if diabetes is not treated?
- In your own words, what is hypertension (a.k.a., high blood pressure)?
- Who can get hypertension?
- Are there things a person can do to prevent getting hypertension? If so, what?
 - Probe: Why might a person not do these things?
- How can someone know if she or he has hypertension?
- What happens if hypertension is not treated?

Knowledge Regarding Diagnosis and Treatment

Interviewer please say: Now, we would like to better understand how you came to know of your condition and your thoughts regarding treatment.

- How did you learn that you had a health condition that needed treatment?
 - Probe: What were the key factors that encouraged you to seek care and treatment?
 - Probe: Do you get regular check-ups or exams (preventive care) even when you are feeling OK?
 - i. Probe: If not, why?
 - ii. Probe: If yes, where and why?
- How is diabetes treated?
- What are some things that help people treat their diabetes effectively?
- What are some things that make it difficult for people to treat their diabetes?
 - Probe: If you have diabetes, what have you found particularly helpful or challenging in treating your condition?
- Is it possible for someone with diabetes to enjoy a high quality of life? Explain.
- How is hypertension treated?
- What are some things that help people treat their hypertension effectively?
- What are some things that make it difficult for people to treat their hypertension?

- Probe: If you have hypertension, what have you found particularly helpful or challenging in treating your condition?
- Is it possible for someone with hypertension to enjoy a high quality of life? Explain.

Care Experiences

Interviewer please say: Next, we would like to hear more about your experiences obtaining care and your responses to advice from healthcare professionals.

- What has been your experience in obtaining care across different care settings in your community?
 - Probe: Are you generally satisfied with the health care that you receive in your community? Why or why not?
 - Probe: Do you feel you are treated with respect when you go to a hospital or clinic?
 - Probe: What do you think are the main barriers in getting care for diabetes and/or hypertension?
- When you seek health care, from a doctor or other type of provider, do you generally follow the advice you are given?
 - Probe: Do you adhere to your NCD treatment plan?
 - i. If yes, what are the key factors that encourage/support your adherence?
 - ii. If not, why not? (e.g., cost, lack of understanding, lack of belief in efficacy, too difficult/complicated etc.)
- Whose medical opinion or advice do you trust most in the community? (Doctors, Nurses, CHW's, traditional/faith healers, etc.)
 - Probe: Does this differ depending on the situation/need? Explain.

HealthRise Specific Questions (not applicable to Padre Paraiso)

Interviewer please say: We are also interested in understanding the influence of health programs in your community.

- Have you ever heard of HealthRise? If so, what is it?
- Have you attended one of the health fairs that were held in this area in the past year?
 - Probe: If so, what is your opinion about this type of services?
- Compared to the period before January 2017, have you observed or experienced any differences in health services provided or the quality of health services provided? Explain.
- Again, compared to the time before January 2017, what have you learned regarding diabetes, hypertension, or living a healthy lifestyle generally.

Patient Empowerment

Interviewer please say: Finally, we would like to hear your thoughts regarding your general quality of life and sense of control over your condition. Compared to how you felt about your condition two years ago...

- How has your outlook on life as a person living with diabetes or hypertension changed?
- Do you feel better equipped with the knowledge and resources that you need to control your condition? If so, can you provide an example and how it is important?
- Do you have a more clearly defined plan for how you will manage and treat your condition?
- Are you better able to adhere to medication schedules? If so, can you provide an example?
- Are you better able to maintain positive lifestyle changes? If so, can you provide an example?

- Are you better able to control your diabetes or hypertension related stress? If so, how do you assess this and what explains the changes?
- Do you think your condition is better controlled?

TEOFILO OTONI & PADRE PARAISO - CHWS

Objectives: To assess the impact of the HealthRise program on community health worker empowerment, their integration into the medical system, and their perception of the program's impact on patient care and outcomes.

Methodology: Dyads or triads interviews.

Target participants: Community health workers who work at primary Health Care Units and are involved in home visits. We plan to conduct up to three interviews with CHW who were trained by the HealthRise in each of the selected five health units in the Teofilo Otoni region; in Padre Paraiso, target participants are CHW working in the same microregion for at least one year. We plan to conduct up to three interviews in each of the selected five health units in PP.

Provision of Healthcare and Other Health-Related Services

Interviewer please say: We are interested in understanding the provision of healthcare and other health-related services in your community.

Provider Roles and Challenges

Interviewer please say: First we would like to know about your role in providing care to patients with chronic diseases.

- Can you provide a brief overview of your role in providing care to NCD patients?
- What do you find to be the most challenging aspect of working in healthcare in your community?
 - Probe: Specifically with respect to the identification and care (treatment/care management) of diabetes and CVD?

Identification and Treatment of NCDs in the Community

Interviewer please say: We are also interested in your perceptions of care for patients at the community level.

- How would you describe the relationship between healthcare workers and the community?
 - Probe: Are health care professionals trusted? Sought for advice and guidance?
- How has the HealthRise program influenced the relationship between healthcare workers and the community? Examples? (Not applicable to Padre Paraiso)
- What are the key issues that support or hinder the quality of care across different care settings in your community?
 - Probe: Specifically in providing care for diabetes and CVD?

Knowledge Regarding Diabetes and Hypertension

- In your own words, what is diabetes?
- Are there things a person can do to prevent getting diabetes? If so, what?
 - Probe: Why might a person not do these things?
- How can someone know if they have diabetes?

- What happens if diabetes is not treated?
- While performing your work, how would you identify diabetes patients in risk of complications?
- During home visits, what kind of advices do you provide to diabetic patients?
- In your own words, what is hypertension?
- Are there things a person can do to prevent getting hypertension? If so, what?
 - Probe: Why might a person not do these things?
- How can someone know if they have hypertension?
- What happens if hypertension is not treated?
- While performing your work, how would you identify hypertension patients in risk of complications?
- During home visits, what kind of advices do you provide to hypertension patients?

HealthRise Impacts on Provider Empowerment & Practice (not applicable to Padre Paraiso)

Interviewer please say: Now we would like ask you questions regarding the HealthRise program's impact on your work and practice.

- How would you describe the HealthRise program in your setting?
- Did you work as a community health worker prior to HealthRise implementation?
 - Probe: If so,
 - Do you feel better resourced or supported? Explain.
 - Has the HealthRise program changed your relationship with clinic-based providers? Explain.
 - How has the HealthRise program changed your workload?
- Did you receive any training through the HealthRise program?
 - Probe: If so,
 - How many?
 - What were the topics?
 - Were they sufficient?
 - How would you rate the quality?
 - Was there anything that you felt was missing?
 - Probe: If not, did you want training?
- What have you learned through the HealthRise program?
 - Probe: Clinically? About the health system? About your patients? About yourself?
- Compared to the time before you were involved with HealthRise, do you feel more knowledgeable or otherwise better equipped to help diabetes and CVD patients live healthier lives? Explain.
- How has participation in the HealthRise program changed your pre-existing practices or perspectives?
- How would you describe your relationship with clinic-based care providers who also care for your patients?
- How often do you communicate with clinic-based care providers?
 - Via email?
 - On the phone?
 - In person?
- How has the quantity and quality of communication with the clinic-based providers changed since the start of HealthRise?

- Do you have read and write access to the patient medical records?
 - Probe: If so, how often do you read the records?
 - Probe: If so, how often to you add notes to the records?
 - Probe: If so, do you have confidence that the clinic-based provider will make use of your comments?

General Assessment of HealthRise (not applicable to Padre Paraiso)

Interviewer please say: We also would like to ask a few questions regarding the HealthRise program overall.

- Do you think the HealthRise program has led to quality of life improvements for patients living with diabetes and hypertension? Explain.
- Do you think the HealthRise model should be used more broadly? Explain.
- What could have made the HealthProgram better?

What evidence or measures should be used to assess whether the HealthRise program was a success?

Ideas for Improvement

Interviewer please say: Finally, we would like to ask a few questions regarding ideas for improving your work and the local health system.

- What do you think it would make the work you do easier for you and more effective for patients?

TEOFILO OTONI & PADRE PARAISO - CLINIC-BASED FRONT-LINE HEALTH CARE PROVIDERS

Objectives: To gather information on access to NCD care and experiences in the provision of that care from the perspective of NCD care givers. To assess the impact of the HealthRise program on clinic-based care providers, the benefits of care coordination, the value of home based visits, and their perception of the program's impact on patient care and outcomes.

Methodology: Individual interviews

Target participants: At least two health providers from each health facility

Provision of Healthcare and Other Health-Related Services

Interviewer please say: We are interested in understanding the provision of healthcare and other health-related services in your community.

Provider Roles and Challenges

Interviewer please say: First, we would like to know about your role in providing care to patients with chronic diseases.

- Can you provide a brief overview of your role in providing care to NCD patients – both within your health facility and any outside community activities/responsibilities?
- With regard to identification and care for diabetes and CVD, what do you find to be the most challenging aspect of working in healthcare in your community?

Identification and Treatment of NCDs in the Community

Interviewer please say: We are also interested in your perceptions of care for patients at the community level.

- How would you describe the relationship between healthcare workers and the community?
 - Probe: Are health care professional trusted? Sought for advice and guidance?
- How has the HealthRise program influenced the relationship between healthcare workers and the community?
- What are the key issues that support or hinder the quality of care across different care settings in your community?
 - Probe: Specifically in providing care for diabetes and CVD?

HealthRise Impacts on Provider Empowerment & Practice (not applicable to Padre Paraiso)

Interviewer please say: Now we would like to ask you questions regarding the HealthRise program's impact on your work and practice.

- How would you describe the HealthRise program in your setting?
- How has the HealthRise program changed your workload?
- Did you receive any training through the HealthRise program?
 - Probe: If so,
 - How many? Were they sufficient?
 - How would you rate the quality?
 - Was there anything that you felt was missing?

- Probe: If not, did you want training?
- What have you learned through the HealthRise program?
 - Probe: Clinically? About the health system? About your patients? About yourself?
- Compared to the time before you were involved with HealthRise, do you feel more knowledgeable or otherwise better equipped to help diabetes and CVD patients live healthier lives? Explain.
- How has participation in the HealthRise program changed your pre-existing practices or perspectives?
 - Probe: Has it led to more paper work? Improved patient relationships?
- How would you describe your relationship with community paramedics and or community health workers who also care for your patients?
- How often do you communicate with community paramedics and or community health workers?
 - Via email?
 - On the phone?
 - In person?
- How often do you communicate with the HealthRise care coordinator?
 - Via email?
 - On the phone?
 - In person?
- How has the quantity and quality of communication with the care coordinator and or household-based providers changed since the start of HealthRise?
- Do you read notes from community paramedics and community health workers that are in in the medical record? Why or why not?

General Assessment of HealthRise (not applicable to Padre Paraiso)

Interviewer please say: Finally, we would like to ask a few questions regarding the HealthRise program overall.

- How would you compare your HealthRise patients and non-HealthRise patients?
 - Probe: With regard to adherence (keeping appointments and taking medications)?
 - Probe: With regard to improved outcomes (controlled blood pressure and controlled A1c)?
- Do you think the HealthRise program has led to quality of life improvements for patients living with diabetes and hypertension? Explain.
- Have you observed any tangible benefit of incorporating community paramedics and community health workers into NCD care provision? Explain.
- Do you think the HealthRise model should be used more broadly? Explain.
- What could have made the HealthRise program better?
- What evidence or measures should be used to assess whether the HealthRise program was a success?

Ideas for Improvement

Interviewer please say: Finally, we would like to ask a few questions regarding ideas for improving your work and the local health system.

- What do you think it would make the work you do easier for you and more effective for patients?

TEOFILO OTONI & PADRE PARAISO - HEALTH CARE FACILITY

ADMINISTRATION/MANAGEMENT

- Objectives: To assess understanding of the HealthRise program, its impact on operations and care provision, and potential impact on plans for the future.
- Methodology: Interviews
- Target participants: Top level managers (both clinical and non-clinical) from the Regions medical network.

Identification and treatment of NCDs within your facility

Interviewer please say: We would like to learn more about provision of healthcare at your facility.

- Does your facility partake in any outreach activities within the community to help educate, inform, and identify diabetes and CVD? (Currently, or planned for future). If yes, please describe.
- Does your facility provide any counseling or coaching services to patients with diabetes and CVD in addition to medical treatment?
 - Probe: If not, is this available elsewhere?
- Are there other programs working in or with your health facility that focus on supporting those with diabetes or hypertension?
 - Probe: If so,
 - How many?
 - What is the scope of their services?
 - How does HealthRise complement or compete with other existing programs?

HealthRise Impacts on Provider Practice

Interviewer please say: Now we would like to ask you questions regarding the HealthRise program's impact on your work and practice.

- How would you describe the HealthRise program in your setting?
- How has the HealthRise program affected daily operations for care providers and or administrators?
- What has HealthRise's coordinated care emphasis meant for your institution's care provision?
- Have you observed any tangible benefit of incorporating community paramedics and community health workers into NCD care provision? Explain.

General Assessment of HealthRise and Ideas for Improvement

Interviewer please say: Finally, we would like ask a few questions regarding the HealthRise program overall.

- Do you believe the HealthRise program has improved patient care and outcomes? Explain.
- Do you think the HealthRise program should be continued or expanded?
- Is your institution considering making any changes in response to its experience with the HealthRise program? Explain.
- What could have made the HealthRise program better?
- What evidence or measures should be used to assess whether the HealthRise program was a success?

TEOFILO OTONI & PADRE PARAISO - HEALTH SYSTEM OFFICIALS/POLICYMAKERS

IDI PROTOCOL

Objectives: To gather information on the potential long-term systemic impacts of the HealthRise program.

Methodology: Interviews

Target participants: Health officials at the city, district, regional and state levels, as relevant by site.

Personal Roles and Relationships and Understanding of HealthRise

Interviewer please say: We would like to begin with a few questions regarding who you are and what you know about the HealthRise project.

- What is your organization and role?
- What relationship, if any, do you as an individual have to the HealthRise program, the Medtronic Foundation, or Medtronic Corporation?
- When and how did you first learn about the HealthRise program?
- How would you have preferred to learn about HealthRise?
- In your own words, how would you describe the HealthRise program?
- What elements, if any, are unique in the HealthRise program?

HealthRise Partnership and Coordination

Interviewer please say: Now we would like to ask a few questions regarding the HealthRise program's integration into the health system.

- From your perspective, did HealthRise seek to build a partnership with public institutions (e.g., public health department)? Explain.
- How could HealthRise have done a better job at coordinating with the larger medical and public health community?
- Are you aware of any other programs or interventions that are addressing diabetes and hypertension among underserved populations in your jurisdiction?
 - Probe: If so,
 - How many?
 - Can you briefly describe their scope (target population, interventions, duration)?
- How did the HealthRise program complement or duplicate existing health system programs or activities?

Future Plans

Interviewer please say: Next, we would like to ask you about potential impact on future programming.

- Has HealthRise helped build the evidence base for inclusion of community paramedics and community health workers in NCD care provision? Explain.
- Do you think the HealthRise program should be continued or expanded?
 - Probe: If so, are there specific populations that you think would benefit?

- Is your organization currently planning or contemplating working toward the integration of some of the core elements of HealthRise (i.e., use of CPs and CHWs and or enhanced care coordination)?
- What could have made the HealthRise program better?
- What evidence or measures should be used to assess whether the HealthRise program was a success?

Conclusion

Interviewer please say: Finally, we would like ask a few questions regarding dissemination of the results of the HealthRise program.

- Would you be interested in viewing the results of the HealthRise impact evaluation when it is complete?
 - Probe: Would you be willing to share the names of additional individuals who would be interested in these results?
- What would be the best forum for sharing the results of the impact evaluation with key policy makers in your area?