

Appendix 1: Interview Guide

Interview Questions for Rheumatologists

Introductory Question

This study examines the role of Arthritis Society ACPAC-trained therapists in reducing wait times for people with inflammatory arthritis waiting to see a rheumatologist. As a rheumatologist, what interested you in this study?

Perceived Impact

- How did the intervention impact patients?
 - i.e., physically, emotionally, logistically, positively/negatively
- How did the triage assessment contribute to patient care, and with what outcomes?
 - i.e., quality of care, wait times, information/support, urgent/non urgent cases

Experience / Logistics

- How did you accommodate the intervention in your practice?
- How did the intervention impact you and your practice?
 - I.e., physical/logistical, patient flow, personal work load /work load of team, interpersonal dynamics, facilitators/barriers/challenges to implementation

Opportunities for improvement

- Would you be interested in continuing to utilize this service in this capacity? Please explain.
- How could the intervention be improved?
 - i.e., efficiency/effectiveness, training/resources, organizational/logistical, etc.
- What was learned from this experience?

Perspective on wait times

- How do you feel about this approach for reducing wait times?
 - Wait time from GP to Rheumatologist
 - Wait time from Rheumatologist to diagnosis
 - Wait time from diagnosis to treatment/treatment decision
- Could other approaches be used to better address the issue of rheumatology wait times?

- Do you have any final thoughts or experiences to share?

Interview Questions for ACPAC Extended Role Practitioners (ERPs)

Introductory Question

This study examines the role of Arthritis Society ACPAC-trained therapists in reducing wait times for people with inflammatory arthritis waiting to see a rheumatologist. As an ACPAC-trained therapist, what interested you in this study?

Perceived Impact

- How did the intervention impact patients?
 - i.e., physically, emotionally, logistically, positively/negatively
- How did the triage assessment contribute to patient care, and with what outcomes?
 - i.e., quality of care, wait times, information/support, urgent/non-urgent cases

Experience / Logistics

- How did the rheumatology clinic accommodate this intervention in their practice?
- How did the intervention impact the rheumatology practice?
 - i.e., physical/logistical, patient flow, rheumatologist work load /work load of team, interpersonal dynamics, facilitators/barriers/challenges to implementation

Opportunities for improvement

- Would you be interested in continuing to provide this service in this capacity? Please explain.
- How could the intervention be improved?
 - i.e., efficiency/effectiveness, training/resources, organizational/logistical, etc.
- What was learned from this experience?

Perspective on wait times

- How do you feel about this approach for reducing wait times?
 - Wait time from GP to Rheumatologist
 - Wait time from Rheumatologist to diagnosis

➤ Wait time from diagnosis to treatment/treatment decision

- Could other approaches be used to better address the issue of rheumatology wait times?
- Do you have any final thoughts or experiences to share?

Interview Questions for Patients

Introductory Question

This study examines the role of specially-trained therapists from the Arthritis Society in reducing wait times for people with inflammatory arthritis waiting to see a rheumatologist. As a participant in this study, you had an appointment with a therapist in your rheumatology clinic before you saw your rheumatologist. When you heard about this study, what interested you in participating?

Organization of Care

- Was seeing a therapist before your visit with the rheumatologist a good way to structure your appointment? Was the appointment organized in a logical way?

Assessment

- How do you feel about the assessment you received by the therapist in your rheumatology clinic?
- What did the therapist do in your assessment? How was the appointment structured?
 - i.e., joint exam, medical history, information/resources/support, etc.
- Were any tests ordered for you to complete before your appointment with your rheumatologist?

Therapist

- How did you feel about the assessment skills of your therapist?
- How did you feel about the knowledge of your therapist?
- How helpful was the therapist with understanding and addressing your concerns?

Quality of Care

- Do you feel you received appropriate clinical care?
- Do you feel you were provided with enough information/resources?
- How did your appointment impact your wait time to see a rheumatologist?
- What were the main differences between your appointment with the therapist and your appointment with your rheumatologist?

Impact

- How did your appointment with the therapist impact your knowledge of your condition?
 - i.e., what was learned?
- What impact, if any, did your appointment with the therapist have on your management of your condition and symptoms?

- How did you feel after your appointment with the therapist?

Satisfaction

- What did you like about the appointment?
- What did you not like about the appointment?
- Overall, were you satisfied with the experience? Why/why not?

Opportunities for Improvement

- How could your experience have been improved?
- Do you have any final thoughts or experiences to share?