



Supporting information 1 (S1)

In-depth Interview Guide to explore the self-management practice of patients with hypertension and quality of health care received in Felege Hiwot Referral Hospital

1. Participant Characteristics

- a) Age (Years): _____
- b) Sex: _____
- c) Education Level (highest attained): _____
- d) Residence _____
- e) Blood pressure status (controlled/uncontrolled) _____

2. knowledge on hypertension and self-management practice

- Tell me about hypertension (What is hypertension?) (is it preventable?) (is it curable?) (its consequences?)
- What do you think when your symptoms disappear? Do you believe that you are free from complications? Why? Who is at risk of developing complication from hypertension?
- What do you think about the common risk factors for hypertension? Which of these factors are modifiable?
- Do you feel that your hypertension is controlled? If not, why not? If yes, what do think are the success factors?
- What type of practices are expected from the patient to control hypertension?
- What type of food is advised to take or not to take for hypertensive patients? What type of food you eat regularly? What types of food you stopped after diagnosed with hypertension? (if any) - why you don't follow the recommendation of the doctor?
- What type of life style you are advised to stop? (alcohol intake, smoking, chewing...?) which one (if any) do you actually stopped and not stopped after the advice? (if any) - why you don't follow the recommendation of the doctor?
- Are you advised to do physical exercise? Do you follow the recommendation of the doctor? What type of exercise you do after diagnosed with hypertension that you don't do before? How frequent you are doing that? If not, what is the reason?
- Do you monitor your blood pressure by yourself? How frequent you do that? Why you don't monitor it? (skill, BP apparatus, supporter)

3. Medication Adherence

- When and how did you start taking the antihypertensive treatment?
- How many pills per day do you often take? How many times per day do you often take?
- Do you follow doctor's prescription or you use medicines by yourself?
- Do you forget to take medicines? Do you stop to take medicines in some days? Do you still forget or stop medicines? How frequent per month?
- What way helps you to remember take medicines every day? Is there anyone who helps you to remember taking medicines frequently?
- Do you change medicine therapy, such as change number of pills per day or change name of medicines?
- You changed by yourself or doctor changed the therapy? Why do you have to change medicines or therapy?
- Is the therapy control your blood pressure level? What kinds of medicine do you like/don't like and why?
- Do you get any side effect (problem) from taking medicines? If yes, what are they? How do you react when side effect occurs, such as stop using medicines or go to see doctor or change medicine by yourself...?
- Do you meet any difficulties in taking (swallowing) medicines? What is that?
- Do you know any herbal medicine or other spiritual treatment to treat hypertension? Do you use them? Why do you use them? Is this helpful? Which one do you prefer?
- Do you know any problem it may causes to you if you do not take medicines or do not take medicines frequently? What are they?
- Sometimes you forgot to take medicine or did not take medicine actively, why is it? What factors lead you to adherence or non-adherence with medicine therapy? Cost? shortages of medicines? Distance? Social issue? Someone's pressure?..... **tell me about each more.**
- How much do you have to pay to buy medicines for each month? Is this expensive for hypertension treatment? Do you consider it has an economic impact on your family?
- What things can help you to improve the adherence with the therapy?

4. Health Care Facility Experience

- How did you decide to seek care?
- Who helped you in getting medical care?
- How frequent you visit this hospital for hypertension follow up? Is it easy or difficult for you to access health care service? What make it easy/difficult?
- How do you evaluate the quality of care you are receiving in general?
- How supportive the healthcare providers are? (doctor, nurses, medical record staff etc.)

- Do you get doctor's advice on hypertensive self-management at each visit? Is the discussion time adequate? Are you satisfied with their advice? Do you understand what you have advised to do? What kind of information do you need more in term of hypertension and its management?
- Do you have other source of information to know more about hypertension? Other hypertension patients? Mas media? Relatives?
- Are you confident with your Doctor's competence in managing your health problem? How do you see their communication skill? Are they caring and respectful? Do you think that their misbehavior (if any) affects your self-management practice? How?
- Do you think that you are benefited from your Doctor's advice and management? How? Is your blood pressure controlled? Are the symptoms disappear?
- Where do you buy the prescribed medicines for hypertension most of the time? In this hospital or private pharmacy? Why if in private pharmacy?
- Is there adequate medicines, equipment and laboratory tests available in this hospital? What problems do you face?
- What do you think should be in place to support people like you?

5. Family and social support

- Is there any support systems or community resources in place to assist in controlling your blood pressure?
- Are there community beliefs that hinders you to control and manage the disease (to adjust life style, food selection, physical exercise and medication adherence? What are these?
- Tell me about the support you get from your families in the control of the disease.
- Do you have any questions that may help you now?

Thank you very much for your time to answer our questions



Supporting information 2 (S2)

Key informant Interview guide for health care providers (Nurses) working in hypertensive clinic to explore the self-management practice of patients with hypertension and quality of health care received in Felege Hiwot Referral Hospital

1. How do you see the self-management practice of patients with hypertension in terms of:
 - a. Medication adherence?
 - b. Restriction of salt and alcohol intake?
 - c. Practicing physical exercise
 - d. Self-monitoring of their blood pressure
2. What are the commonest reasons raised by patients for poor self-management practices with regard to the above components? Probe for each practice in detail
3. How do you explain the quality of health care for hypertensive patients in this hospital in general?
4. How do you explain the adequacy of antihypertensive medicines available in this hospital? How affordable are medicines for patients? Within or outside the hospital?
5. Most interviewed patients claim that they are not getting ongoing counseling from health care providers in the hypertension clinic? How do you explain this? Patient-provider communication?
6. How do you describe the workload in the chronic care clinic? Probe the waiting time for patients during their follow up
7. Do you have any idea to add on the points we discussed above?

Thank you very much for your time to answer our questions