

Key Informant Interview Guide

Introduction Script for the Interviewer

[Greetings]

Assalamualaikum wbt. Good **[morning/afternoon]**, and thank you for taking the time to meet with us today.

My name is **[Your Name]**, and I'm part of the research team conducting a study on establishing a framework for Malaysia's national explicit health benefit package (HBP).

[Context]

Before we begin, let me provide some context for this interview. Our study aims to explore the criteria and processes involved in designing a national HBP, with a focus on creating a framework that is evidence-based, equitable, and sustainable. Your expertise and insights are invaluable to this effort, and we deeply appreciate your willingness to share your perspectives with us.

[Duration and Process]

This interview is expected to take approximately **[duration, e.g., 45–60 minutes]**. The session will cover questions about your professional experience, opinions on key criteria, challenges, and processes related to the development of HBPs. There are no right or wrong answers. We are here to learn from your expertise and understand your views.

[Recording and Confidentiality]

With your permission, we would like to record this session. The recording will only be used for research purposes to ensure we accurately capture your responses. All information will remain confidential and will not be attributed to you personally in our reports or publications.

[Consent and Disclosure]

Before we proceed, may I ask you to sign this informed consent form? Your signature confirms that you have been disclosed the details of the study, understand that your participation is entirely voluntary, and agree to the use of your anonymized data for our research findings.

[Final Check]

Do you have any questions before we begin?

[Pause for questions and address them as needed.]

If you are ready, we'll start with a few questions about your background and role.

Introduction and Background

- 1. Can you describe your role and responsibilities within the MOH or HTA Agency?**
 - *Follow-up:* How has your role influenced healthcare policy development?
- 2. How long have you been involved in designing and implementing health benefits packages?**
 - *Follow-up:* Can you share specific initiatives or contributions related to HBP design?

Body Questions

- 1. In your view, what should be the primary objectives for designing a national health benefits package (HBP) in Malaysia?**
 - Probing: What factors should be prioritized (e.g., equity, efficiency, inclusivity)?
 - Probing: How might differing stakeholder needs be accommodated effectively?
- 2. What criteria should guide decisions about including or excluding services in the national HBP?**
 - Probing: Which factors should carry the most weight (e.g., clinical effectiveness, cost-effectiveness)?
 - Probing: Are there criteria you believe are often overlooked?
- 3. How would you define innovation in the context of healthcare, and how do you assess its value?**
 - Probing: What characteristics or outcomes define a healthcare innovation?
 - Probing: Can you share examples of innovations that have been impactful or promising?
- 4. What process or framework should be used for deciding which services are included, excluded, or disinvested from the national HBP?**
 - Probing: How should stakeholders (e.g., patients, providers) be involved in these decisions?
 - Probing: What steps can ensure the process remains transparent and fair?
- 5. What do you perceive as the main challenges to implementing an evidence-based, sustainable HBP in Malaysia?**
 - Probing: How might political, economic, or cultural factors influence these challenges?
 - Probing: What strategies could be effective in addressing such challenges?
- 6. What role should health technology assessment (HTA) play in developing the national HBP?**

- Probing: How can HTA best be integrated into the decision-making process?
- Probing: What are the limitations of HTA, and how can they be mitigated?

7. How should the national HBP be updated to remain relevant with evolving healthcare needs and evidence?

- Probing: What mechanisms can be used to identify and integrate updates efficiently?
- Probing: How often should these updates occur, and why?

8. Are there lessons from other countries or international HTA agencies that could inform Malaysia's approach to HBP?

- Probing: What examples of successful or unsuccessful strategies stand out to you?
- Probing: What aspects of Malaysia's context might require adaptations to these lessons?

9. How should the national HBP be communicated to ensure understanding and buy-in among stakeholders?

- Probing: What communication strategies could build trust and transparency?
- Probing: How can public engagement contribute to the success of the HBP?

Concluding Question

1. Are there additional insights or recommendations you would like to share regarding the design, implementation, or future of Malaysia's HBP?