

Additional File 1. Interview Guide

1. Can you please start by describing your role at the Arthritis Program? What does a typical day look like for you?

Probes:

- a. What types of patients do you see?
 - b. How many patients do you see in a typical day? On a busy day?
 - c. How much time is allotted per patient?
 - d. How much time do you actually spend with each patient?
2. If you were to describe the Arthritis Program to someone who knows nothing about it, what would you say?
 3. What are the overall goals and priorities of the program?
 - a. How does the program work towards meeting those goals?
 - b. Do you think these goals are being met?
 - c. Do you think there are any changes needed to the goals themselves?
 - d. Do you think there are any changes needed in how the goals are being (or not being) met?
 - e. Do you think these goals and priorities meet the needs of all patients? [*health equity perspective*]
 4. Can you talk me through the process for a patient in the program, starting from the first point of connection with the program (appointment request, referral etc.)?
 - a. What is the triage process?
 - b. What is a typical wait time? How are wait times monitored?
 - c. What kind of information is collected before the first visit?
 - d. What does a typical rheumatologist visit look like? (who do they see as part of the visit etc.) When might a patient schedule a specific visit with another healthcare professional (i.e., not a rheumatologist)? How does that process work?
 - e. What happens after a visit? (follow-up process, given resources etc.)
 5. Can you tell me about the group programs offered?
 - a. How does a patient access the group program?
 - b. What are the benefits of this approach?
 - c. What are the challenges?
 6. Now that we've gone through the details of this process, what do you think about the current process?
 - a. Is care patient-centered?
 - b. Is there enough consideration of delivery of equitable care?
 - c. Are there any changes you think should be made to the process at this clinic? If so, what should change?
 - d. If a new program were starting somewhere else, what would you recommend is done differently? The same?

7. Can you tell me about your experience with having multiple healthcare professions delivering care in this program?
 - a. Who are the other healthcare professionals that you interact with/work together with? *(note: this might be different depending on when they worked at TAP/CaRE)*
 - b. What are the benefits?
 - c. What are the challenges?
 - d. What personal characteristics do you think a healthcare professional needs to work effectively in this program?
 - e. Do you think other similar programs should take the same approach? Why/why not?
 - f. If another program were to start this approach, what do you think they should know? Is there anything that could be done differently? Should be kept the same?
8. What type of training is provided to new people when they join the team?
 - a. Is this training enough? If not, what else is needed?
 - b. What is done to make new members feel they are “part of the team”? Is this enough?
9. How do you think the program is doing at meeting the needs of all patients, considering geography, culture/ethnicity, education level, income, or other personal characteristics?
 - a. Can you provide an example of how the clinic does, or does not, support patients from different geographical regions?
 - b. Can you provide an example of how the clinic does, or does not, support patients from different cultures/ethnicities?
 - c. How does the clinic accommodate different health literacy levels?
 - d. Is there anything that should be done differently to meet these needs?
 - e. If a new clinic were to be set up, what do you think should be done differently from the beginning to meet these needs? Kept the same?
10. How do you know if the program is meeting the needs of its patients? Prompt: Is there any formal evaluation?
 - a. Do you think more evaluation is needed?
 - a. If so, what should be measured? (i.e., patient satisfaction etc.)
 - b. How will you know if you are meeting the needs of all patients, considering the topics we discussed around geography, ethnicity etc.?
11. How does the program change to meet the evolving needs of its patients?
 - a. Are there changes in process (triage etc.)?
 - b. Are there changes in physical space?
 - c. Are there changes in team structure (adding a new HCP etc.)?
12. Do you feel comfortable to suggesting changes in how thing work in the program? Why/why not?
 - a. Do you have an example of when you recommended a change in process? How did it go?
13. What changes do you think are needed now, or will be needed in the future, to keep the program going?

14. For this project, we are looking into how a program similar to this could be set up elsewhere. What do you think we should consider if there were limited resources?
 - a. Thinking optimistically, what would you like to see if there were unlimited resources?
 - b. What are some of the barriers within the province and existing health care system relevant to care for people with rheumatic disease?
 - c. How does the Arthritis Program overcome some of these barriers?
 - d. What would help patients access rheumatology care in a more timely manner?
 - e. How else could the healthcare system better support good quality rheumatology care?
15. Do you have anything else you wish to say related to the Arthritis Program or more generally around caring for people with rheumatic disease? Is there anything else you'd like to raise that we didn't talk about today?