

**Additional file 2 CFIR-informed survey
questionnaire and interview guide**

CFIR-informed survey questionnaire

Purpose

This questionnaire comprises 19 items developed to identify barriers and facilitators to interprofessional collaboration between the core team at Mindeulle Korean Medicine (KM) Clinic (KM doctor, nurse, social worker) and collaborating professionals outside the core team (e.g., physician, dental hygienist, occupational therapist, pharmacist). Responses are used to quantify how collaboration is currently occurring and which factors influence collaboration.

Definition of external professional collaborator

If you belong to the core team (Mindeulle KM Clinic), the term refers to collaborating professionals outside Mindeulle KM Clinic (e.g., physician, dental hygienist).

If you belong to the extended team (outside Mindeulle KM Clinic), the term refers to the core team at Mindeulle KM Clinic (KM doctor, nurse, social worker).

Response format

For each item, first indicate whether the item currently helps external collaboration (Yes; facilitator) or does not help and hinders collaboration (No; barrier). Then, rate how strongly the item affects collaboration by selecting one number from 1 to 5.

1	2	3	4	5
Almost no influence (facilitator/barrier)	Weak influence (facilitator/barrier)	Moderate influence (facilitator/barrier)	Strong influence (facilitator/barrier)	Very strong influence (facilitator/barrier)

Example interpretation (Item 1)

- If you select Yes and rate 1: The procedure is in place and helps collaboration, but its influence is minimal.
- If you select No and rate 5: The procedure is not smooth and hinders collaboration, with a large negative influence.

Items (n=19)

Item	Yes (facilitator)	No (barrier)	Magnitude (1-5)
1. In practice, the procedure for requesting collaboration from external professional collaborators is smooth.	☐	☐	1 2 3 4 5
2. Within our team, criteria for which patients require external collaboration are clearly shared.	☐	☐	1 2 3 4 5
3. We can receive responses (clinical results, opinions, plans, etc.) from external professional collaborators at an appropriate time.	☐	☐	1 2 3 4 5
4. After collaborating with external professional collaborators, the process of incorporating the results and adjusting our team's care plan is carried out systematically.	☐	☐	1 2 3 4 5
5. Overall, the external collaboration process (request-response) is implemented consistently, with few duplications or omissions.	☐	☐	1 2 3 4 5
6. External professional collaborators and our team generally share similar perspectives on patient goals and priorities.	☐	☐	1 2 3 4 5

Item	Yes (facilitator)	No (barrier)	Magnitude (1-5)
7. I feel that mutual trust has been established between external professional collaborators and our team.	☐	☐	1 2 3 4 5
8. I feel that external professional collaborators respect our team's roles and expertise.	☐	☐	1 2 3 4 5
9. When there are differences in opinions with external professional collaborators, we can listen to each other's positions and reconcile them constructively.	☐	☐	1 2 3 4 5
10. External professional collaborators tend to provide feedback or recognition (e.g., thanks, positive comments) regarding our team's work after collaboration.	☐	☐	1 2 3 4 5
11. The channels used to share information with external professional collaborators (e.g., EMR, messaging apps, official documents) are used consistently and function well in practice.	☐	☐	1 2 3 4 5
12. When collaborating with external professional collaborators, key patient information that should be shared is communicated without omissions.	☐	☐	1 2 3 4 5
13. Record and document formats used by our team and external professional collaborators (forms, terminology, structure, etc.) align well, resulting in little confusion during collaboration.	☐	☐	1 2 3 4 5
14. A system (e.g., table, list, or electronic system) is in place to document and track requests/responses and outcomes of external collaboration.	☐	☐	1 2 3 4 5
15. Our team has sufficient time and staffing capacity required for collaboration with external professional collaborators.	☐	☐	1 2 3 4 5
16. When collaborating with external professional collaborators, my role and responsibilities are clearly defined.	☐	☐	1 2 3 4 5
17. Members of our team have received sufficient training and guidance on how to collaborate effectively with external professional collaborators (communication methods, how to write a request/referral, how to explain cases, etc.).	☐	☐	1 2 3 4 5
18. Collaboration with external professional collaborators operates at a manageable level relative to my and the team's existing workload.	☐	☐	1 2 3 4 5
19. Through collaboration with external professional collaborators, I feel that the quality of services actually provided to patients improves.	☐	☐	1 2 3 4 5

Respondent characteristics

Please complete the following items.

1. Sex: ☐ Male ☐ Female

2. Age (years): _____

3. Employment status: ☐ Full-time ☐ Part-time (hourly) ☐ Temporary/contract

4. Team affiliation: ☐ Core team (Mindeulle KM Clinic) ☐ Extended team (outside Mindeulle KM Clinic)

5. Primary profession (select one): ☐ Physician ☐ KM doctor ☐ Pharmacist ☐ Dental hygienist ☐ Nurse ☐ Nursing assistant ☐ Occupational therapist ☐ Social worker ☐ Other: _____

6. Highest completed formal training for your current profession: ☐ Certificate/licensure program ☐ Associate degree (2-3 years) ☐ Bachelor's degree (4+ years) ☐ Graduate school ☐ Other: _____

7. Please write the following:

- Years in practice (since obtaining license/certification): _____ years

- Years with your current team: _____ years

Thank you for completing the questionnaire.

Semi-structured interview guide for core healthcare providers

Overview

This guide is used to conduct semi-structured interviews with core healthcare providers at an integrative care setting to explore barriers and facilitators to interprofessional collaboration with external professionals. Questions are designed to elicit both positive and negative experiences and can be adapted based on the interview flow.

Introduction

0. Please briefly introduce yourself (e.g., role, main responsibilities, years in practice).

1. Collaboration process and workflow

1-1. When you request collaboration from external professionals (e.g., physicians, dentists, occupational therapists, pharmacists), how does the request process work in practice?

- Where does the process tend to go smoothly?
- At what points does it become difficult or burdensome?
- Please describe concrete examples.

1-2. Within your team, how are criteria determined for which patients should involve external collaboration?

- To what extent are these criteria clear and shared within the team?
- Are there areas where judgments vary by person? If so, please provide examples.

1-3. After you request collaboration, what is the process for receiving responses (e.g., clinical results, opinions, plans) in practice?

- How satisfied are you with the timing and responsiveness?
- Have there been cases where responses were delayed or missing? Examples welcome.

1-4. After collaborating, how do you incorporate the results into your team's care plan?

- Which parts feel systematic?
- Where do you experience gaps or disconnections? Please elaborate.

1-5. Looking overall, to what extent is the request-response process standardized and consistent?

- Do duplications or omissions occur? If so, when and why?
- Please describe based on your experience.

2. Relationships, trust, and culture

2-1. To what extent do your team and external professionals share similar views on patient goals and priorities?

- Please share experiences where views aligned.
- Please also share experiences where views differed and how that was handled.

2-2. How would you describe the level of mutual trust between your team and external professionals?

- Please describe situations that increased trust.

- Please also describe situations where trust felt insufficient.

2-3. How do external professionals treat your team's roles and expertise?

- Please share examples where you felt your team was respected.
- If relevant, please share examples of misunderstandings or undervaluation.

2-4. When differences in opinions arise, how are they discussed and resolved?

- Please share examples of effective resolution.
- If there were cases where conflicts remained unresolved, please describe what happened.

2-5. After collaboration, do you receive feedback or recognition regarding your team's work (e.g., thanks, positive comments)?

- If yes, what forms does it take?
- If this is rare, how does that affect your experience or collaboration?

3. Information sharing, tools, and documentation systems

3-1. What channels do you use to share information with external professionals (e.g., EMR, messaging apps, official documents), and how well do they work in practice?

- Which channels do you use most often?
- Where do you experience inconvenience, interruptions, or failures?

3-2. When collaborating, to what extent is key patient information communicated without omissions?

- If you experienced missing information or misunderstandings, please describe concrete examples.

3-3. How well do the record and document formats used by your team and external professionals align (e.g., forms, terminology, structure)?

- Do mismatches lead to confusion during collaboration?
- Please provide examples.

3-4. How do you document and track requests/responses and outcomes of external collaboration (e.g., tables, lists, electronic systems)?

- How helpful is the current approach for managing and checking progress?
- What improvements or supports are needed?

4. Resources, workload, roles, and competencies

4-1. To what extent does your team currently have sufficient time and staffing to collaborate with external professionals?

- Please describe situations where resources were adequate.
- Please also describe situations where workload made collaboration burdensome.

4-2. When collaborating, how clearly are your role and responsibilities defined?

- What feels clear and helpful?
- What feels ambiguous or overlapping? Please provide examples.

4-3. To what extent have team members received training or guidance on how to collaborate effectively with external professionals?

- Examples may include communication methods, how to write requests/referrals, and how to explain cases.

- What training or guidance was helpful?
- What was lacking or could be improved?

4-4. Considering your and the team's existing workload, to what extent is collaboration with external professionals manageable?

- How has collaboration changed your workload?
- Are there aspects you find excessive? Please describe.

4-5. To what extent do you feel that collaboration with external professionals improves the quality of care actually delivered to patients?

- Please share experiences where collaboration clearly helped.
- Please also share experiences where the effort did not seem proportionate to patient benefit.