| FOCUS GROUP THEMES | FPs | | MHCs | | PSYs | | RDs | | Group 1 | | Group 2 | | TOTALS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P = participants / T = times mentioned / G = how many groups | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #G |
| **PROGRAM GOALS** | | | | | | | | | | | | | | | |
| Increased accessibility for variety of patients / patient empowerment | 1 | 2 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 4 | 4 | 4 | 15 | 17 | 6 |
| Interdisciplinary care (collaboration) | 1 | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 1 | 1 | 3 | 3 | 13 | 14 | 6 |
| Health promotion / disease prevention / early detection / early intervention (short waiting lists) | 1 | 1 | 2 | 2 | 4 | 4 | 3 | 4 | 1 | 1 | 2 | 2 | 13 | 14 | 6 |
| More efficient mental health care | 2 | 2 | 1 | 1 | 3 | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 11 | 11 | 6 |
| Education (increase team's knowledge / skills) | 1 | 1 | 1 | 1 | 3 | 4 | | | | | 1 | 1 | 6 | 7 | 4 |
| More efficient nutrition health care | 2 | 2 | | | | | | | | | | | 2 | 2 | 1 |
| Evaluation (measure success rate) | | | | | | | 1 | 1 | | | | | 1 | 1 | 1 |
| **PROGRAM STRENGTHS** | | | | | | | | | | | | | | | |
| ## Flexible model | | | | | | | | | | | | | | | |
| Model definition differs from its application leading to variability among practices (mould to practice needs) | 3 | 6 | 3 | 6 | 7 | 21 | 3 | 5 | 1 | 1 | 2 | 3 | 19 | 42 | 6 |
| Flexibility in treatment protocol | 2 | 2 | 4 | 7 | | | | | 2 | 2 | | | 8 | 11 | 3 |
| Program improves and/or changes with time | | | 4 | 6 | 2 | 5 | 1 | 1 | 1 | 1 | | | 8 | 13 | 4 |
| Flexibility in scheduling / prioritising according to patient needs | | | 1 | 1 | 2 | 2 | | | 1 | 1 | 3 | 3 | 7 | 7 | 4 |
| ## Provider satisfaction | | | | | | | | | | | | | | | |
| Interdisciplinary team approach / Collaboration among different providers | 6 | 9 | 7 | 14 | 5 | 17 | 3 | 8 | 4 | 8 | 7 | 14 | 32 | 70 | 6 |
| Opportunity for formal and informal education with team members (increase skills / knowledge) | 3 | 12 | 4 | 4 | 6 | 14 | 4 | 10 | 3 | 6 | 2 | 4 | 22 | 50 | 6 |
| Access to detailed patient information, patient history (Integration of patient information) for more holistic approach | 5 | 9 | 4 | 7 | 4 | 12 | | | 3 | 4 | 4 | 4 | 20 | 36 | 5 |
| General expression of satisfaction | 3 | 4 | 9 | 13 | 2 | 6 | 1 | 1 | 1 | 1 | 3 | 3 | 19 | 28 | 6 |
| Co-worker assistance with external referrals | 5 | 5 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 6 | 14 | 18 | 6 |
| Independence and flexibility | 3 | 4 | 1 | 1 | 2 | 2 | 2 | 4 | 2 | 2 | 3 | 3 | 13 | 16 | 6 |
| Opportunity to focus on personal expertise which is valued and respected | 3 | 5 | 4 | 7 | | | | | | | 1 | 1 | 8 | 13 | 3 |
| Transfer patient care with ease / Increase comfort in transferring authority of patient care | 1 | 1 | | | 5 | 8 | 1 | 1 | | | 1 | 1 | 8 | 11 | 4 |
| Student education / teaching | | | | | 2 | 2 | | | | | 1 | 1 | 3 | 3 | 2 |
| Co-worker assistance re: insurance companies | 1 | 1 | | | | | | | | | 1 | 1 | 2 | 2 | 2 |
| Multiple co-workers / workplaces | | | | | | | 2 | 2 | | | | | 2 | 2 | 1 |
| ## Key features of shared care: | | | | | | | | | | | | | | | |
| Direct communication / Indirect communication (charts, notes...) | 7 | 11 | 8 | 13 | 6 | 16 | 2 | 2 | 7 | 12 | 6 | 10 | 36 | 64 | 6 |
| Availability of allied professionals (for consultation, advice, collaboration) and support / back up of allied providers | 7 | 13 | 8 | 10 | 5 | 16 | 3 | 3 | 5 | 10 | 7 | 15 | 35 | 67 | 6 |
| Setting  (common resources, all providers in same settings) / Decreased stress for patients | 4 | 12 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 7 | 6 | 15 | 22 | 43 | 6 |
| Individual skills and comfort of team members | 6 | 6 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 17 | 19 | 6 |
| Relationships among team members | 3 | 4 | 1 | 1 | 5 | 7 | 1 | 1 | 2 | 5 | 3 | 3 | 15 | 21 | 6 |
| FPs perspective, comfort, and interest in shared care | 2 | 3 | 5 | 7 | 5 | 9 | 1 | 1 | | | 1 | 1 | 14 | 21 | 5 |
| ## More efficient patient care due to shared care | | | | | | | | | | | | | | | |
| Accessibility / Comfortable setting / Opportunity to build trust with patients (part of a familiar system of care- extension of FP) / Patient acceptance and buy-in / Patient empowerment | 7 | 22 | 9 | 30 | 2 | 2 | 4 | 6 | 6 | 15 | 8 | 23 | 36 | 98 | 6 |
| Better patient care in general | 7 | 13 | 8 | 5 | 4 | 4 | 3 | 7 | 2 | 4 | 3 | 4 | 27 | 37 | 6 |
| Early detection and intervention / Preventative care / Health Promotion / Patient education and education materials | 5 | 11 | 8 | 12 | 4 | 6 | 4 | 7 | 2 | 6 | 4 | 8 | 27 | 50 | 6 |
| Continuity of Care | 2 | 2 | 5 | 8 | 4 | 4 | 3 | 3 | 3 | 5 | 2 | 4 | 19 | 26 | 6 |
| Avoidance of hospitalisation or external referrals for decreased burden on traditional system | 4 | 7 | 1 | 1 | 3 | 5 | | | 2 | 2 | 1 | 1 | 11 | 16 | 5 |
| Reduced stigma | 1 | 2 | 2 | 2 | 1 | 1 | | | 1 | 1 | 2 | 3 | 7 | 9 | 5 |
| Clear treatment plan and feedback re: care | 2 | 2 | | | | | | | 2 | 2 | | | 4 | 4 | 2 |
| ## Central management team | | | | | | | | | | | | | | | |
| Support providers and facilitate shared care | | | 3 | 3 | 1 | 1 | 2 | 2 | | | 1 | 1 | 7 | 7 | 4 |
| Provide formal education and research opportunities for providers | | | 3 | 4 | | | 2 | 2 | | | | | 5 | 6 | 2 |

| FOCUS GROUP THEMES (continued…) | FPs | | MHCs | | PSYs | | RDs | | Group 1 | | Group 2 | | TOTALS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P = participants / T = times mentioned / G = how many groups | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #G |

## PROGRAM CHALLENGES

### Administrative issues

| | FPs | | MHCs | | PSYs | | RDs | | Group 1 | | Group 2 | | TOTALS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #G |
| Time constraints re: caseload / waitlists / multiple workplace re: access to resources / collaboration / communication / paperwork | 2 | 3 | 4 | 14 | 3 | 4 | 3 | 18 | 6 | 16 | 4 | 5 | 22 | 60 | 6 |
| External Referrals: difficulties in making external referrals due to intake criteria, long waiting lists, and lack of patient comfort or willingness to go to external services | 3 | 5 | 2 | 2 | | | | | 3 | 6 | 2 | 3 | 10 | 16 | 4 |
| Physical Space re: visibility and workstation | 2 | 2 | 3 | 6 | 1 | 1 | 1 | 1 | | | | | 7 | 10 | 4 |
| Standard Forms / Non-electronic evaluation format / Quick easy access to patient information (electronically in treatment room) | 4 | 10 | | | | | | | 2 | 2 | | | 6 | 12 | 2 |
| External Services: unclear boundaries leading to external services overestimating HSO resources | 3 | 5 | | | 2 | 3 | | | | | 1 | 1 | 6 | 9 | 3 |
| Unclear authority / action of CMT, re: attitudinal barriers or other practice specific issues | | | 5 | 11 | 1 | 1 | | | | | | | 6 | 12 | 2 |
| Unclear roles and expectations of provider within shared care model | | | 5 | 11 | 1 | 1 | | | | | | | 6 | 12 | 2 |
| Record keeping system (handwritten notes and referral pads) | 3 | 5 | | | | | | | | | | | 3 | 5 | 1 |
| Lack central booking system | | | | | 1 | 1 | | | | | | | 1 | 1 | 1 |

### Other Issues

| | FPs | | MHCs | | PSYs | | RDs | | Group 1 | | Group 2 | | TOTALS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #G |
| Lack of interest in shared care or increasing knowledge and skills causing variability among practices and in some cases there's a feeling that it is not shared care, that team members work independently (delegated act, more traditional approach) | 1 | 1 | 4 | 17 | 7 | 15 | 2 | 7 | | | | | 14 | 40 | 4 |
| No-shows / Lack penalty system for no-shows | 5 | 8 | | | 1 | 1 | 1 | 1 | | | | | 7 | 10 | 3 |
| Lack of accessibility for patients outside HSO / need to expand the program | 1 | 1 | 1 | 1 | 4 | 5 | | | | | 1 | 2 | 7 | 9 | 4 |
| Lack understanding of services provided by other professionals or their effectiveness | 2 | 2 | | | | | 4 | 6 | | | | | 6 | 8 | 2 |
| Lack access to specialised staff such as child psychiatrist | 3 | 4 | | | 1 | 1 | | | 1 | 1 | | | 5 | 6 | 3 |
| Lack access to other allied professionals when there is compatibility issue among provider and patient (personality and skills) | 3 | 3 | | | | | | | | | | | 3 | 3 | 1 |
| Lack of collaboration of RD's with external services / duplication | 2 | 3 | | | | | | | | | | | 2 | 3 | 1 |
| Lack of regular meeting for peer support and program development / evaluation | | | | | 1 | 1 | | | | | | | 1 | 1 | 1 |

## TARGET POPULATION

### Patients who benefit the most

| | FPs | | MHCs | | PSYs | | RDs | | Group 1 | | Group 2 | | TOTALS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #G |
| Patient with institutional barriers | 2 | 2 | 6 | 9 | 4 | 6 | 3 | 5 | 4 | 5 | 3 | 3 | 22 | 30 | 6 |
| Patient with general psychiatric disorders such as depression, panic disorders / phobia, chronic pain, anxiety disorder | 3 | 11 | 5 | 6 | 4 | 6 | | | 4 | 6 | 4 | 6 | 20 | 35 | 5 |
| Patient with family problems / or family groups | 2 | 2 | 6 | 6 | 1 | 1 | 1 | 1 | 4 | 6 | 1 | 1 | 15 | 17 | 6 |
| Patient demographic groups such as low socio-economic status groups, elderly patients, single mothers, ethnic groups, vegetarians | | | 4 | 6 | 1 | 2 | 2 | 3 | 2 | 2 | 4 | 4 | 13 | 17 | 5 |
| Patient with physical illness such as impaired glucose tolerance, pre-diabetic / diabetic, lipidemia / cholesterol, hypertension, obesity, gastrointestinal problems, etc | 4 | 9 | | | | | 3 | 21 | 3 | 6 | 2 | 3 | 12 | 39 | 4 |
| All patients | | | 3 | 5 | 3 | 4 | 2 | 4 | 1 | 2 | 1 | 2 | 10 | 17 | 5 |
| Motivated patients | 2 | 3 | | | | | 1 | 2 | 3 | 4 | | | 6 | 9 | 3 |
| Patient with stable schizophrenia, stable bipolar disease, personality / behavioural disorders, suicidal patients, etc | 2 | 4 | 2 | 3 | | | | | | | 2 | 3 | 6 | 10 | 3 |

### Patients who benefit the least

| | FPs | | MHCs | | PSYs | | RDs | | Group 1 | | Group 2 | | TOTALS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #P | #T | #G |
| Patients who need ongoing treatment , high intensity / frequent counselling, emergency psychiatric care (acute crisis) | 3 | 4 | 2 | 4 | 3 | 3 | | | 2 | 4 | | | 10 | 15 | 4 |
| Patients with bipolar disease, schizophrenia, personality disorders, acute suicidal patients | 3 | 4 | 2 | 4 | 1 | 1 | | | | | | | 6 | 9 | 3 |
| Children | 1 | 1 | | | | | | | 2 | 2 | | | 3 | 3 | 2 |
| Patients experiencing grief | | | | | | | | | | | 2 | 2 | 2 | 2 | 1 |
| Patients who require drug rehabilitation | | | | | 1 | 1 | | | 1 | 1 | | | 2 | 2 | 2 |
| Patients who require vocational rehabilitation | | | | | 1 | 1 | | | | | | | 1 | 1 | 1 |
| Large families | | | | | | | | | | | 1 | 1 | 1 | 1 | 1 |
| Patients with weight management issues | | | | | | | 1 | 1 | | | | | 1 | 1 | 1 |