**APPENDIX A: Interview Guide**

**Part 1: Participant role and expected involvement**

Let’s start by talking about your role in [department/system/unit].

1. Can you tell me a little bit about your background and responsibilities?
2. How are you currently involved in [Community Paramedics/hospital programs/patient care]?

**Part 2: Impressions of CP care**

1. What are your impressions of the use of CPs to provide at home care for patients who would otherwise receive care in the hospital?
   1. What benefits might a program like this have?
   2. What concerns do you have, if any?
   3. What patients or patient situations do you think are most appropriate for the program?
2. How receptive do you think referring clinicians will be to the idea of the CP program?
   1. What types of communication or preparation will be most important to increase buy-in?
   2. Are there other groups that you think will be very receptive to the program?
   3. How about other groups that may be less receptive?
3. What would you like to know, in order to judge whether this program was a success?

**Part 3: Process mapping and workflow considerations**

Before we implement the program and begin the evaluation, we’d like to make sure we understand the processes and workflows that may be involved. In doing so, we’d also like to identify any processes that we need to be mindful of or that may pose challenges to implementation.

1. How do you [or members of the clinical teams] currently [make/get] referrals?
   1. What’s working well? What could be improved?
   2. Could you walk me through the process of [making/getting] a referral? [Observation - if in person, diagram the steps with the participant, if feasible]
   3. Are there certain points in the process that you think need to be adapted in order to [get/make] referrals to the CP program?

**Part 4: Wrap up**

Thanks so much for taking time to help us prepare for implementing this program.

1. Is there anything else you think we need to know?
2. Are there other people you think we should be talking with?