

Supplementary A

EVALUATING THE EFFECTIVENESS OF COMPREHENSIVE PRIMARY HEALTH CARE IN LOCAL COMMUNITIES

CASE TRACKING CLIENTS WITH DEPRESSION

Who is included?

First-time clients: clients who are using this health service for depression for the first time (regardless of how long they have had depression, or whether they've used other unrelated aspects of this health service before)

These clients on subsequent visits: once a client has started to be case tracked, we want to keep tracking them until the study is over or until they stop coming to this health service

This project is being conducted by the:

South Australian Community Health Research Unit (SACHRU) and will provide evidence for the effectiveness of CPHC as a health care delivery system and improved knowledge about the experiences of people with depression receiving services through Primary Health Care.

All information will be confidential and will be kept securely according to strict ethical guidelines. In particular, you or your clients will not be identified personally in any way.

Thank you for agreeing to take part.

Today's date: Practitioner's ID code:

If interview, which researcher conducted the interview?

Who did you see?

To create the unique code:

1. What is the client's date of birth?

/ /

2. What is the client's postcode of normal residential address?

Please tick one box

3. Is this a first-time client? ☐ Yes- fill out this page ☐ No – skip to next page

4. Was the client: ☐ Male ☐ Female

5. What was the date that the client first started to use the health service (for any reason, not just depression)?

/ /

6. What was the date that you first started seeing the client for depression?

/ /

7. How did the client first come to use the health service in relation to their depression?

☐ referred by an outside service ☐ self-referral

Who from?

☐ internal referral ☐ don't know

Who from?

8. Does the client have any current stressors in their life contributing to their depression e.g. living arrangements or other factors, homeless, single parent, domestic violence, unemployed, Aboriginal)

Case Management

9. Are you the primary worker/responsible for the case management of this client?

☐

Yes

☐

No

10. What care/services did you provide to the client?

11. Is the client accessing other services for depression **within** this service?

☐

Yes

☐

No (Go to Qu. 13)

If **Yes**, please list the service/s the client is accessing at least partly in relation to their depression, and the key contact worker.

1. _____ Key worker _____

2. _____ Key worker _____

3. _____ Key worker _____

4. _____ Key worker _____

12. What contact did you have with each of these services/workers during this period (about this client)?

13. Is the client accessing other services for depression **outside** this service?

☐ Yes ☐ No (Go to Qu. 15) ☐ Don't know (Go to Qu. 15)

If **Yes**, please list the service/s the client is accessing at least partly in relation to their depression:

1. _____
2. _____
3. _____
4. _____

14. What contact did you have with each of these services during this period (about this client)?

15. Did you make any referrals to other health services for the client?

☐ Yes ☐ No (Go to Qu. 16)

If **Yes**, what service did you refer to? And what did the referral involve (suggestion to client, formal paperwork, assistance in making an appointment)?

16. Did you suggest or help the client access other services such as housing, Centrelink, legal services?

☐ Yes ☐ No

If **Yes**, what service did you refer to? And what did the referral involve (suggestion to client, formal paperwork, assistance in making an appointment)?

Interaction with the client

17. How did the session(s) with this client in this period go?

18. What aspects of the session(s) went well?

19. What in hindsight could you have done better?

20. Did the client have any issues or problems that you could not help with, or felt powerless to influence?

21. Do you expect you will see this client again?

☐

Yes

☐

No

☐

Don't know

Thank you for your help today

Supplementary B

INITIAL INTERVIEW GUIDE FOR CLIENTS WITH DEPRESSION

- *Explain the project and go through the participant information sheet. Explain participant involvement through interviews and health care diaries.*
- *Explain anticipated length of time*
- *Interviewer reassures participant of confidentiality and checks if there are any questions in relation to the project and their participation.*
- *Participant to complete consent form if willing to participate.*
- *Interviewer to check contact details for participant and explain they will ring monthly to support them to fill in the log.*
- *Interviewer to use language consistent with what the practitioner is using. The interviewer will check with practitioner prior to interview regarding what language is currently being used to refer to depression (ie. whether they refer to their condition as depression or social and emotional wellbeing)*

Questions:

1. What services, groups or activities have you used at the health service?
2. What services, groups or activities have you used in relation to your emotional wellbeing (depression)?
3. How did you come to start using the health service for depression – were you referred by a GP, other health professional, self-referral?
4. When did you start using the health service for depression services?
5. When you were first told you had depression?
6. What other services do you use to manage your emotional wellbeing (depression)? e.g. GP, psychiatrist, other health professional
7. Tell me about your experience of one-to-one services you have received at the health service for depression so far?
 - Has the services helped you to manage your depression? How?
 - Are there things you would change?

Have you accessed any of the group activities or other activities that operate through the health service?

- What has been your experience of the group activities? Has it had an impact on your health, your emotional wellbeing?
 - Have you been satisfied with the group activities?
 - Are there things you would change?
8. Do you feel you will be able to achieve what is important to you (goals)?

How do you think the health service could help reduce the number of people that experience depression in the community?

9. How has depression affected your life?

10. What factors in your life and background do you think contributed to your emotional wellbeing (depression)?

11. How has the health service helped you manage your emotional wellbeing? Would you have liked more help in different areas, for example physical health, mental health, family issues? Could they have helped differently?

12. Do you feel the information you've been given has been useful and appropriate?

13. How able are you to act on the information you've been given? Is it difficult to act on the information provided? What makes it difficult?

14. What was the most useful thing that the PHC service has done

Supplementary C

CLIENT HEALTH LOG

Keeping Track of the Care Received for DEPRESSION

Client Log Book of Services Accessed for Depression



Keeping Track of Care Received for Depression

This Log book is for clients who have agreed to be involved in the case tracking of clients with depression. This forms part of the 'Exploring Comprehensive Primary Health Care in Local Communities' project. The booklet is to help clients 'keep track' of the services, programs and care they are provided and access for depression.

The aim of the 'case tracking' is to find out how health services supports people with depression and how it links with other services offered for clients that have this condition. So, we want to record the types of health care and other relevant services that people with depression access over a 6 month period. We are not evaluating the care they provide or the people who deliver them.



SACHRU
South Australian
Community Health
Research Unit



Keeping Track of Care Received for Depression

Thank you for being part of the 'Comprehensive Primary Health Care in Local Communities' project and for agreeing to keep a log of the care you receive that helps you to understand and manage your depression.

In this booklet we would like you to keep a record of any contact you have with health and other services that help you to manage and overcome depression. This may include going to see a doctor, health worker or nurse for testing or medicines.

You will be shown how to complete the booklet and a member of the research team who is involved with the project will keep in touch with you to see if you need any help to fill in the booklet.

Month: _____



Medical appointment
- for review and
assessment by a doctor
or psychiatrist



Attend group therapy
sessions to discuss
common issues, learn
coping strategies



Attend a counselling
session (eg. Cognitive
Behaviour Therapy) with
a psychologist or trained
counsellor



Medications for
depression



Hospital admission



Self-care activities (eg.
increase physical activity,
change diet, relaxation)



Assistance from the
health service for other
social needs (eg. housing,
income support)



Attend information
sessions to build life skills
(eg. budgeting, time
management)



Month: _____



Medical appointment
- for review and
assessment by a doctor
or psychiatrist



Attend group therapy
sessions to discuss
common issues, learn
coping strategies



Attend a counselling
session (eg. Cognitive
Behaviour Therapy) with
a psychologist or trained
counsellor



Medications for
depression



Hospital admission



Self-care activities (eg.
increase physical activity,
change diet, relaxation)



Assistance from the
health service for other
social needs (eg. housing,
income support)



Attend information
sessions to build life skills
(eg. budgeting, time
management)



Supplementary D

SECOND INTERVIEW GUIDE FOR CLIENTS WITH DEPRESSION

Questions:

1. Tell me about what services you have used at
 - a. [name of health service] [Look at log and discuss]
 - b. Have you attended any appointments with other services in the last 6 months [Look at log and discuss]
2. Tell me about your experience of the services you have received for depression at [name of health service] in the last 6 months?
3. What do you think has worked well for you in relation to the services you have received for depression at [name of health service]? Has there been anything that has not worked well or could have been done differently or better?
4. Have there been any changes in your depression since you started using the service? [Improvements, differences in how you felt] Have there been any difference in how you have managed your depression now?
5. Tell me about how you feel about having depression? What does it mean for you?

Patient Empowerment Tool

Experience of service – [holistic]

6. Do you think the services you have received for depression have considered other aspects of your life e.g. living conditions, relationships with others, employment?
 - a. Have you been treated in a respectful way? Can you give examples?
 - b. Do you think your cultural background has been taken into consideration?
 - c. Have there been any big changes or improvements in aspects of your life since the initial interview?
 - d. Have you had any help in solving problems related to your health (i.e. advocacy work which may include referrals made to other agencies - housing, Centrelink or suggestions for other things eg. Attend a group)
 - e. If yes, do you think this has helped you to manage your depression? (How did this work?)

Accessibility

7. The next questions are about how accessible you found the services at [name of health service]?

- a. Were appointments available when needed?
- b. Did you feel that the service was safe and welcoming?
- c. Was transport provided to you when needed?
- d. Were there any other issues to do with accessibility e.g. gp there, waiting list?
If yes, how?

Empowerment

8. Have you been given information or support that has helped you to take action on managing your depression?
 - a. Have you been involved in decisions regarding the planning of treatment for your depression? Were various options discussed?
 - b. Have you been involved in the identification and solution to other problems you may be experiencing? Have you received help in solving these problems?
 - c. Have you gained confidence and skills in managing your depression? If yes, what action have you taken towards improving your health and wellbeing?
 - d. Have there been any barriers to managing your depression?
9. [Look at log] It looks like you have/haven't been involved in a group activity at the health service? E.g. I understand they have Mindfulness groups, information sessions, cooking, exercise groups, community gardens
 - a. If yes, how much say do you have in how these groups run, what activities are done each week etc?
 - b. If no, the health service runs [list groups]. Did you know about these groups? Were you offered them?
10. As well as help people to manage their depression, are you aware of any work the service does to try and prevent people from becoming depressed, or to help people to stay healthy? e.g. community awareness campaigns, food co-ops, health events. Have you been involved in these activities?
11. [Look at log – how many/what services they accessed within the centre. If > 1] How well did you find they worked together?
 - a. Did you have to repeat information, any doubling up?
 - b. Did the services complement or support each other?
12. a. Do you have a GP? Does the service communicate or work with your GP?
b. How about other services you access for your depression?
13. Have you ever been asked by [name of health service] to give feedback on services you have received?

14. Is there anything that the service should do differently regarding what they offer to people experiencing depression?

Supplementary E – Congress staff case tracking questionnaire

EVALUATING THE EFFECTIVENESS OF COMPREHENSIVE PRIMARY HEALTH CARE IN LOCAL COMMUNITIES

CASE TRACKING CLIENTS WITH DIABETES or DEPRESSION

Who is included?

Clients who have diabetes or depression: this can include any one who uses the health service that has diabetes or depression. It can be a new diagnosis or a pre-existing condition.

These clients on subsequent visits: once a client has started to be case tracked, we want to keep tracking them for 6 months, the study is over (whichever comes first), or until they stop coming to this service

This project is being conducted by the:

South Australian Community Health Research Unit (SACHRU) and will provide evidence for the effectiveness of CPHC as a health care delivery system and improved knowledge about the experiences of people with diabetes receiving services through Primary Health Care.

All information will be confidential and will be kept securely according to strict ethical guidelines. In particular, you or your clients will not be identified personally in any way.

Thank you for agreeing to take part.

Today's date:

Practitioner's ID code:

This relates to the client with the Communicare Number:

Who had appointment(s) on date(s):

Which condition does the client have? (Please select)

DIABETES

☐

DEPRESSION

☐

22. How did the session(s) with this client in this period go?

23. What aspects of the session(s) went well?

24. What in hindsight could you have done better?

25. Did the client have any issues or problems that you could not help with, or felt powerless to influence?

Thank you for your help today