

Supplementary file 3: Interview guideline

This guideline provides an outline of the different questions the healthcare worker should be asked based on the different sections of the questionnaire. The researcher should adapt the questions and may not need to necessarily ask exactly the way it is written and should observe the healthcare worker for guiding cues during the interview.

This interview aims to obtain the healthcare workers perspectives on services accessed by the TB clients, those who are also being treated for DM, and those who develop DM during treatment. The interview will also identify best practices instituted by the healthcare workers to improve services, challenges they encounter during services delivery and some recommendations on what they think can be done to address the challenges.

Section A: Introduction

The first part of the interview aims to develop a rapport with the participant you are interviewing. It is important to develop a non-judgemental tone throughout the interview and to convey that there are no right or wrong answers.

Start by ensuring the participant is comfortable and at ease. Introduce yourself and confirm you have the right healthcare worker for an interview. Provide a recap about the study and give the healthcare worker a copy of the Study information sheet to review and the consent form to sign if they accept to participate in the study.

Turn the digital recorder on.

Example introduction – adapt as appropriate

Thank you for agreeing to be interviewed for our study today. As I explained earlier, we are studying the different processes involved in the provision of services for TB clients and, those with DM or those who develop DM during treatment. We are interviewing you to better understand this process and some challenges you encounter. This will enable us to develop recommendations that can help improve services delivery in the future.

We are interested in your opinion today; everything you say is very important to us. I will not talk much, but I want you to talk freely, and as much as you want. There are no “good” or “bad” answers.

Section B: Survey to provide a background on the healthcare worker and services delivery

This part of the interview aims to understand the background of the healthcare worker, processes adopted in the care of TB patients with TB, and availability of optimal work conditions which can enhance services provision.

Open the structured questionnaire on the tablet and allow the healthcare worker to respond to the short survey questions.

Provide clarity for any question that may not be clear.

Section C: Healthcare providers perspectives on services delivery

This part of the interview aims to understand how well equipped and confident health practitioners are in providing care for TB clients also receiving treatment for DM. This section will also elicit challenges encountered by health providers, innovative approaches adopted to solve problems and their recommendations for improving services delivery for TB clients and those also receiving treatment for DM. There will also be a further enquiry on the impact of the COVID-19 pandemic on the provision of TB services and how this has impacted services delivery for TB clients with DM.

Now, I would like to ask you some questions about your work, potential challenges, and some recommendations for improvement.

Considering the number of TB Patients seen daily at your TB department, do you think your department has enough clinical staff to attend to them?

Probes:

What is your view of the current standard of care for TB patients?

Probes: Any frustrations?

What best practices have your unit adopted that has improved the care of TB clients receiving treatment for Diabetes Mellitus?

Probes:

Do you feel you have adequate training to care for TB clients with DM?

Probes: Please elaborate on some areas you would like more training in.

What would you suggest that can improve services delivery for TB clients with DM?

Probes:

How has the COVID-19 Pandemic affected your ability to provide care to TB patients with DM?

Probes: Did you have to screen all your clients before attending to them?

Ending the Interview

Before closing the interview, allow the participant to make any further comments about the topics discussed or to ask questions.

Thank the participant for his/her time and for sharing experiences and views.