

Supplementary Data 1.

Stakeholder Experience Surveys and Interview Protocols

Patient Experience Survey

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
1. Care for my rheumatoid arthritis started quickly after the referral to the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The referral from my family doctor to the rheumatology clinic was dealt with in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. It was difficult to reach the care providers at the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The care providers at the rheumatology clinic knew important information about my medical history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My family doctor is informed and up-to-date about the care I receive at the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. My care was well-coordinated among different care providers at the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I received consistent messages from all of the different care providers at the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The care providers at the rheumatology clinic respected my wishes and ideas about my treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
9. I was as involved as I wanted to be in making decisions about my treatment for rheumatoid arthritis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The care providers at the rheumatology clinic asked me about my goals for treatment and what is important to me in managing my rheumatoid arthritis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The care providers at the rheumatology clinic responded to all my questions or concerns in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The care providers at the rheumatology clinic explained the proposed treatment plan to me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Before my treatment for rheumatoid arthritis, all the risks and/or benefits were explained to me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The care providers at the rheumatology clinic explained the <u>reasons</u> for all the tests in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The care providers at the rheumatology clinic explained my test <u>results</u> to me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The purpose of the medications that were prescribed for rheumatoid arthritis were explained to me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The information I received about rheumatoid arthritis was clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I received information on other options to manage my rheumatoid arthritis (e.g. physiotherapy, acupuncture, chiropractor, non-medical wellness strategies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The care providers at the rheumatology clinic gave me information on how to self-manage my rheumatoid arthritis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The care providers at the rheumatology clinic explained to me what to do if my rheumatoid arthritis gets worse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
21. The information I received on peer support groups for rheumatoid arthritis was useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Overall, I was treated with respect while I was at the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The care providers at the rheumatology clinic made efforts to understand what having rheumatoid arthritis means to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

Thank you for your participation!

Referring Physician Experience Survey

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
1. I feel that the referral requirements are clear and easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I ask clear clinical question(s) in the referrals I send to the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I am acknowledged with the receipt of request on the status of my referral within seven (7) days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The decision to accept or deny a request is communicated to me within a time commensurate with the urgency of the request, but no longer than fourteen (14) days after the request was received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If the referral is denied, a provider from the rheumatology clinic provides a reason(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. If the referral is denied alternative services and directions to recommended care for the patient are suggested by the rheumatology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-Consult Statement					
7. I have received a detailed report with a treatment plan related to my patient(s) by the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I have been informed in detail of all pertinent recommendations related to my patient by the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The treatment provided by the rheumatology clinic has had a positive impact on my patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The provider(s) at the rheumatology clinic explained their role(s) in follow up care for my patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I am satisfied with the recommendations made for my patient(s) by the rheumatology clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 12. I feel satisfied with the current access to Rheumatologist for my patient | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. I feel satisfied with access to connect with Rheumatologist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. I feel supported by Rheumatology for my existing Rheumatology patients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. I feel supported by Rheumatology for patients awaiting a consultation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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Additional comments:

Thank you for your participation!

Specialist Experience Survey

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
1. The majority of the time, referring clinicians' initial referral is complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Referrals almost always contain specific questions for patient assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I have access to the patients' relevant medical history for assessing the patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The process for referral, screening, and triaging at my clinic identifies the right patient for my assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The process for referral, screening, and triage at my clinic allow me to see the most urgent patients in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

Thank you for your participation!

Interview Guide: Clinic Staff and Care Providers

1. Please describe the current intake processes.
2. What types of health care providers, physicians and support staff are involved in the current intake process?
3. What are the provider's detailed roles and responsibilities?
4. What is working well with the current intake process? Provide examples.
5. What are the challenges with the current intake processes (prompts: bottle necks, team work, and communication)? Provide examples.
6. How do contextual factors (infrastructure including IT systems, human resources, workplace culture etc.) influence the functioning of the current processes?
7. Are you given opportunity to provide feedback on clinic processes? If yes, when you provide feedback do you feel heard?
8. How receptive do you feel your team is to a change in processes at your clinic?
9. What are the expectations for the new centralized intake process?
10. What challenges, if any, are anticipated with the new centralized intake process?
11. What successes do you foresee with the new centralized intake process?
12. Anything to add?

Interview Guide: Patients

1. Can you please describe the process from when you were referred for care for your arthritis to when you were seen at the clinic?
2. How long was it before you were seen at the clinic?
3. What types of health care providers did you visit with during this process?
4. Can you describe what care (i.e. information, management strategies, referrals to other resources etc.) these health providers provided to you?
5. What did you think worked well during the process of being referred to care for your arthritis to the point of being seen at the clinic?
6. What do you think did not work well during this process?
7. What would you change?
8. What would you suggest stay the same?