

**Supplementary file 1. Data collection**

	<b>Case 1</b>	<b>Case 2</b>
<b>Interviews</b>	<p>N=14</p> <p>Clinical managers (program managers)</p> <p>Mid-level managers (quality department, mental health department)</p> <p>Top-level managers (chief executive officers)</p>	<p>N=11</p> <p>Clinical manager (program managers)</p> <p>Mid-level managers (quality department, mental health department)</p> <p>Top-level managers (chief executive officers)</p>
<b>Focus-groups with providers</b>	<p>N=2</p> <p>With 8 providers</p>	<p>N=2</p> <p>With 9 providers</p>
<b>Surveys with users</b>	N=22	N=24