

Article title: Quality and Performance Measurement in Primary Diabetes Care: A Qualitative Study in Urban China

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Supplementary file 1. CFIR Interview Guide for In-depth Interviews With Stakeholders Involved in Providing, Managing and Regulating Diabetes Care in Shanghai (English Version).

Opening questions:

- A. Can you please tell me about your work?
- B. When treating diabetes, how do you see the differences between the work carried out by family doctors and by hospital specialists?
- C. In your view, why would a patient prefer getting treated at a hospital or CHC?
- D. What is the current situation of quality measurement for diabetes care in Shanghai?

Questions by CFIR dimensions and constructs

1. Process

1.1 Goal

- 1.1.1 What are the goals for improving diabetes care?
- 1.1.2 Why is quality measurement important in diabetes care?

1.2 Planning

- 1.2.1 Can you please describe the plan for implementing quality measurements in CHCs?
- 1.2.2 Who is involved in planning quality measures? What are their roles?
 - 1.2.2.1 In your view, who else should be involved?

1.3 External change agents

- 1.3.1 Will someone (or a team) outside your organization help you implement quality measurement? (question for CHC health provider or administrator)
- 1.3.2 What is your role in quality improvement initiatives for diabetes? (question for an external expert, such as hospital specialist)

1.4 Reflecting and evaluating

- 1.4.1 What kind of feedback do you use to evaluate current quality measurements?
- 1.4.2 Will you ask for feedback from staff? Or from residents that receive care?

2. Outer setting

2.1 Patient needs and resources

- 2.1.1 How well do you think that quality measurements meet the needs of patients with diabetes?

2.2 Cosmopolitanism

- 2.2.1 What professional networking do you engage in?
 - 2.2.1.1 Local, national, or international conferences? Training?
- 2.2.2 To what extent does your organization encourage you to network with colleagues outside your own setting?

2.3 Competition

- 2.3.1 Is there any competition or ranking associated with quality measures?
 - 2.3.1.1 If your unit ranked? If you rank other units?

- 2.3.2 What is your opinion on competition and ranking in the system?
 - 2.3.2.1 Would this bring more government funding to your center?
 - 2.3.2.2 What is the effect of competition on the care that patients receive?

3. Inner setting

3.1 Networks and communications

- 3.1.1 Can you describe your working relationships with your colleagues?
- 3.1.2 How is it for you to work as part of your team?

3.2 Culture

- 3.2.1 How would you describe the culture of your organization? Your unit?
- 3.2.2 How do you think your organization's culture will affect the implementation of quality measurements?

3.3 Relative priority

- 3.3.1 In your work, what is the highest priority for you?
- 3.3.2 What is of highest priority for your organization?
- 3.3.3 How does the priority of implementing quality measures compare to other priorities in your organization? For your own work?

3.4 Organizational incentives and rewards

- 3.4.1 What kinds of incentives are there for using quality measures in CHC?
- 3.4.2 In case you are measured, to what extent good quality results may affect your promotion?

3.5 Feedback (relevant for CHC providers and administrators)

- 3.5.1 Do you get any feedback reports about your work?
- 3.5.2 Can you describe what these reports look like?
- 3.5.3 How helpful are those reports? Can they be improved?
- 3.5.4 How often do you get feedback on your work, and from who?

4. Intervention characteristics:

4.1 Trialability

- 4.1.1 Do you think it would be possible to pilot quality indicators in a few CHCs?
- 4.1.2 How should it be done?
- 4.1.3 What costs will be incurred to implement quality measurements?