**Table 1: Components of the Innovative Care for Chronic Conditions (ICC) Framework**

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| --- | --- |
| Level | Explanation |
| Meso | At this level, the framework advocates for:   * informed, motivated and prepared community partners * health care teams and patients to achieve improved patient outcomes * leveraging community resources for care |
| Micro | This level emphasises equipping health facilities to provide continuity of care including:   * decision support for clinicians * clinical information systems * co-ordination of interventions, in collaboration with the community |
| Macro | This level considers the contribution of a ‘positive policy environment’, including:   * integrated policies for chronic care * mechanisms for ensuring adequate human resources and medication supplies |

**Table 2: Sociodemographic characteristics of participants**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Data collection modality** | **Participant type** | **Gender** | | **Age (years)** | **Other characteristics** |
| **Male** | **Female** |
| Focus Group Discussion (FGD) 1 | Primary Healthcare (PHC) workers | 4 | 3 | 26-39 | Nursing diploma, degree, health officer  Years of experience, 1-7 |
| FGD 2 | PHC workers | 2 | 4 | 25-40 | Nursing diploma, degree, health officers  Years of experience, 3-20 |
| FGD 3 | Health Extension Workers | 0 | 7 | 21-26 | 1 year HEW training  Years of experience, 2-3 |
| FGD 4 | PHC worker supervisors | 5 | 0 | 27-39 | Nursing diploma, degree, health officers  Years of experience, 2-7 |
| FGD 5 | Health volunteers | 7 | 2 | 25-38 | 5th grade, up to diploma |
| FGD 6 | Caregivers of persons with mental disorder | 2 | 8 | - | Family member with psychosis (n=1), epilepsy (n=4) and intellectual disability (n=2) |
| In-depth interviews | Traditional and religious healers | 4 | 0 | 29-52 | All literate, up to diploma |
| Community leaders | 4 | 0 | 53-70 | 4th to 8th grade |
| Non-governmental organisation representatives | 2 | 0 | 32, 33 | Both degree level |
| Service planners and co-ordinators | 4 | 0 | - | Degree, Masters, Post-graduate psychiatry qualification |
| Service users | 4 | 5 | 25-45 | 4 non-literate, 3 able to read and write, 1 8th grade, 1 diploma |
| Caregivers | 2 | 1 | 50-60 | 2 non-literate, 1 able to read and write |

**(**Epping-Jordan JE, Pruitt SD, Bengoa R, Wagner EH. Improving the quality of health care for chronic conditions. *Qual Saf Health Care* 2004;13:299-305.)