

Semi-structure interview questions relating to the work processes and task-specific challenges at the 2 SDCs:

1. Consider your typical day at work:
 - (a) How many hours do you work in one day?
 - (b) How many patients did you see in a day?
 2. How many hours do you work per week?
 3. How many administrative tasks/ documents do you typically complete during working hours?
 4. How long (in minutes) on average do you take to complete each administrative task or all the administrative tasks per client?
 5. What are the administrative tasks/documents you are required to complete at work?
 6. From your view, on the scale from 1-5, 1-being the worse, 5 being the best, rate:
 - (a) Efficiency of general operations
 - (b) Quality of care
 - (c) Overall satisfaction
 7. What are some daily challenges you face in everyday work?
 8. How can we make your work easier for you?
 9. Any other comments?
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Semi-structured interview questions relating to Lean implementation experience:

1. How do you experience and understand Lean in your work care?
 2. The goal of Lean is to improve operations and activities. How have these matters manifested themselves in your workplace community?
 3. How do you experience and understand Lean in your work area?
 4. From the point of view, what are the challenges of Lean in your work area?
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