Key Informant Topic Guides

**I PM+ Participant (Syrian refugee/asylum seeker living in Switzerland)**

**1  Salutation, introduction:** Greet person, introduce yourself and explain not only for what organization (USZ) you are working for but also your current task.

**2 Explanation of the purpose:** Explain the purpose of the study as written in the informed consent form. If needed, give additional explanation of the in-depth interview process (Purpose of this interview).   
*You were recently involved in the intervention Problem Management Plus (PM+) as a participant. Based on this, I would like to ask you some questions regarding your experience during your participation. The gained information will help us to understand how you felt during the intervention in order to improve and adapt the delivery of the program any time soon, seeking to address the specific problems and needs of Syrian refugees and asylum seekers living in Switzerland. Most importantly, there are no right or wrong answers. Besides, we will be interviewing a few other people, such as other participants, asking all of them similar questions. If you feel unable or uncomfortable to answer any question, please let me know. In that case, we will skip the question and directly move on to the next one. Also, the participation in the study is voluntary, meaning that you may discontinue the interview at any time, with no obligation to provide an explanation.*

**3 Willingness to participate:** Ask the person if she/he is still willing to participate. If the person agrees to be interviewed, look for a private location. If the person declines participation, thank her/him for the interest and say goodbye.   
*Now you have heard a lot about the STRENGTHS Project, its purpose and especially the objectives of this interview. Do you have any questions regarding the provided information? (In case of participation: I would like to thank you again for agreeing to participate and being part of this study.) (In case of discontinuation: I would like to thank you again for your interest in this study and wish you a lovely day.)*

**4 Data collection:** Write down anonymous data of the person (age, gender, who they are, i.e. participant group such as PM+ participant, stakeholder) and your name (full name with initials of all interviewers).

**5 In-depth interview:**

**Taking note of the research project, study participation:** *At the beginning of this interview, it would be of interest to me how you have heard about this research project and why you have decided to participate. Referring to what you have said, can you think of any other idea how Syrian-born refugees or asylum seekers could be addressed*? (E.g. What was the rationale behind the study participation? When and how did you hear about this project for the first time?)

**Overall satisfaction, acceptability**: *I would be of interest for me to get to know more about your experiences with the Problem Management Plus intervention (PM+). How has your experience with PM+ been like? How do you feel about the treatment you received? Please describe your experience of the individual PM+ intervention. If possible, rate your satisfaction on a scale ranging from 0 to 10 (0 = totally dissatisfied, 10 = totally satisfied). Furthermore, try to underline your satisfaction with explanations, e.g. by exploring positive and negative thoughts.* (E.g. Can you give examples to explain your thoughts and views to this subject?) *For example, think of the greatest strengths or challenges of the intervention by considering the overall content, manual and activities. Drawing upon this, could you further please walk me through the treatment you received and let me know whether or not it addressed your problems (e.g. how you started treatment, describing all the places/facilities you visited, the staff you met, the services which were provided to you and the given information.). Regarding the PM+, do you think that the main barriers that Syrian refugees and asylum seekers face when seeking help in Switzerland were addressed? Beyond that, do you notice any difference in your daily live, e.g. overall well-being or social inclusion since the participation?*

**Satisfaction with the PM+ provider:** *In this section I would like to ask you a few questions regarding your satisfaction with the PM+ provider. Please describe how you felt working with your PM+ provider, especially by considering whether it was satisfying for you and if you felt understood. If possible, think of positive and negative thoughts who underline your degree of satisfaction.* (E.g. Can you give examples to explain your views to this subject?) *Regarding your family: How did your family consider your relationship with your PM+ provider? As before, explore positive and negative thoughts and if possible, think of any examples. Furthermore, can you please tell me about your experience of how clearly the health care provider (person delivering PM+) explained things to you?* (E.g. Did the trainer actively engage you in the process and respond appropriately to your questions? Did you have the feeling of being supported and understood? How did he/she manage that you stayed motivated? Did he explain concepts, strategies clearly to you? Did she/he present the material in a clear and logical manner?)

**Satisfaction with access to mental healthcare in Switzerland:** *Regarding the Swiss healthcare system, I would like to know if you think that the healthcare system in Switzerland has responded to your healthcare needs and if you have been involved in the decision about your treatment.* (For example, think of how the provider responded to your comments and wishes.) *Besides, what do you think about the quality and appropriateness of existing services?* (If needed give the participant additional information by using key terms, such as healthcare utilization among Syrians, client’s expectation of MHPSS services, cultural sensitivity*) Referring hereto, can you think of any barrier or facilitator to accessing healthcare services in Switzerland? Concerning this, do you think that stigmatization (i.e. negative thoughts and attitudes towards mental problems) or/and culturally diverse idioms of distress are main problems that hinder Syrian nationals in utilizing mental healthcare in Switzerland? Thus, do you consider PM+ as a reasonable possibility to address existing barriers (e.g. treatment gap, long waiting time, overcome stigma) to accessing mental healthcare in Switzerland?* (Why yes, why not?)

**Adherence:** *Please describe how difficult or easy it was for you to attend the individual sessions during the five weeks*. (Think of the reasons why you stay motivated.) *Regarding this, do you think that the overall length of the intervention is appropriate? Can you also describe how easy you found it to apply the newly learned skills to your everyday routine? If needed, think of any barriers and facilitators of the skills development.*

**Adaptation:** *Thinking of the intervention PM+, what would you change if you were given the task of revising, adjusting or redesigning the PM+? Thus, do you have any recommendations how it could be adapted to be more specially geared to the problems and needs of use Syrian refugees and asylum seekers living in Switzerland? Relating hereto, do you think that it is suitable for other target groups, such as refugees of other origins? Additionally, do you have any other remarks or wishes?* (E.g. Do you have any recommendations on how the intervention could be improved or adapted?)   
**Participation:** *Finally, I would like to know if you were willing to participate again* (and what are the reasons why yes/no?) *Beyond that, would you recommend the intervention any other person?* (Why yes/no?)

**6 Lack of clarity, rereading:** Review the written record with the interviewee. Clarify any issues and questions and ask him/her if he/she agrees with and approves your notes. If anything remains unclear, ask for further explanation and correct your notes whenever necessary.

**7 Additional information:** Ask the interviewee if there is anything, he/she would like to add. If so, add any additional information in the section interview notes.

**8 Farewell:** Thank the person for taking part in the study and say goodbye. Also mention that her/his valuable inputs are of great importance in evaluating the burden of participating in the PM+. Which, in turn, allows to address existing challenges, in order to address the healthcare needs of Syrian-born refugees and asylum seekers living in Switzerland more specifically. Further ask the person for the receipt of transfer.

**II PM+ provider (Helper)**

**1 Salutation, introduction:** Greet person and introduce yourself, especially by explaining your current task.

**2 Explanation of the purpose:** Explain the purpose of this interview. If needed, give additional explanation of the in-depth interview process.   
*You were recently involved in the intervention Problem Management Plus (PM+) as a PM+ provider. Based on this, I would like to ask you some questions regarding your thoughts about this experience. The gained information will help us to improve and adapt the delivery of the program any time soon, seeking to address the specific problems and needs of Syrian refugees and asylum seekers living in Switzerland. Most importantly, there are no right or wrong answers. Besides, we will be interviewing a few other people, such as PM+ participants, asking all of them similar questions. If you feel unable or uncomfortable to answer any question, please let me know. In that case, we will skip the question and directly move on to the next one. Also, the participation in the study is voluntary, meaning that you may discontinue the interview at any time, with no obligation to provide an explanation.*

**3 Willingness to participate:** Ask the person if she/he is still willing to participate. If the person agrees to be interviewed, look for a private location. If the person declines participation, thank her/him for the interest and say goodbye.   
*Now you have heard a lot about the STRENGTHS Project, its purpose and especially the objectives of this interview. Do you have any questions regarding the provided information? (In case of participation: I would like to thank you again for agreeing to participate and being part of this study.) (In case of discontinuation: I would like to thank you again for your interest in this study and wish you a lovely day.)*

**4 Data collection:** Write down anonymous data of the person (age, gender, who they are, i.e. PM+ participant, stakeholder) and your name (full name with initials of all interviewers).

**5 In-depth interview:**

**Overall satisfaction, acceptability:** *I would be of interest to me to know how you experienced the implementation of the intervention Problem Management Plus (PM+). In general, how has your experience with the PM+, i.e. its implementation, been like? How do you feel about the treatment you were providing to the participants? If possible, rate your satisfaction on a scale ranging from 0 to 10 (0 = totally dissatisfied, 10 = totally satisfied). Try to underline your satisfaction with explanations, e.g. by exploring positive and negative thoughts.* (E.g. Can you give me examples to explain your thoughts and views to this subject?) *Please take all facets into account while thinking of your satisfaction, also how you were instructed, supervised, cooperated with other providers and what you have earned. Regarding this, what you do think of the training and supervision you have received? Was it useful?* (Why yes/no?) *How has the cooperation with other members of the STRENGTHS project, especially other PM+ providers, been like? How satisfied were you with your salary and course location? And most importantly, do you consider the manual as useful and easy to implement? Based on that, what were the greatest challenges while providing the PM+? In contrast, what were the most important factors that allowed a successful implementation? Besides, could you please walk me through the treatment you provided to the participants. If possible, think of any barriers and facilitators. Ultimately, do you think that the main barriers that Syrian refugees and asylum seekers face when seeking help in Switzerland were addressed by using the PM+? Drawing upon this, do you consider the PM+ as a reasonable treatment possibility for forcibly displaced persons?*

**Rapport with clients:** *You mentioned your treatment provision earlier. I would like to ask you a few questions regarding that. Please describe how you felt working with the clients you have supported.* (How has the cooperation with PM+ participants been like?) *If possible, give some examples by exploring negative and positive thoughts. Referring to this, can you tell me of how clearly you think that you explained things, such as concepts and strategies to your participants? Also thinking of how logical and clear you presented the material? Beyond that, how do you think that you responded to questions and comments of participants?*

**Satisfaction with access to mental healthcare in Switzerland:** *Regarding the Swiss healthcare system, I would like to know if you think that the healthcare system in Switzerland has responded to the health needs of your participants and if you think that they have been involved in the decision about their treatment. Finally, what do you think about the quality in terms of appropriateness of existing services?* (If needed give the participant additional information by using key terms, such as healthcare utilization among Syrians, client’s expectation of MHPSS services, cultural sensitivity*) Referring hereto, can you think of any barriers or facilitators to accessing healthcare services in Switzerland? Do you think that stigmatization (i.e. negative thoughts and attitudes towards mental problems) or/and culturally diverse idioms of distress are main problems that hinder Syrian nationals in utilizing mental healthcare in Switzerland? Thus, do you consider PM+ as a reasonable possibility to address existing barriers (e.g. treatment gap, long waiting time, overcome stigma) to accessing mental healthcare in Switzerland?* (Why yes, why not?)   
**Adherence:** *Based upon your experience and knowledge, to what extent do you think that your clients applied the newly learned skills you taught them into their everyday life? Concerning this, what would help people to stay motivated to complete the PM+ program in your opinion? If needed, think of the barriers and facilitators of the skills development.*   
**Adaptation:** *Thinking of the intervention PM+, what would you change if you were given the task of revising, adjusting or redesigning the PM+? Thus, do you have any recommendations how it could be adapted to be more specially geared to the problems and needs of use Syrian refugees and asylum seekers living in Switzerland? Relating hereto, do you think that it is suitable for other target groups, such as refugees of other origins? Additionally, do you have any other remarks or wishes?* (E.g. Do you have any recommendations on how the intervention could be improved or adapted?)

**6  Lack of clarity, rereading:** Review the written record with the interviewee. Clarify any issues and questions and ask him/her if he/she agrees with and approves your notes. If anything remains unclear, ask for further explanation and correct your notes whenever necessary.

**7  Additional information:** Ask the interviewee if there is anything, he/she would like to add. If so, add any additional information in the section interview notes.

**8  Farewell:** Thank the person for taking part in the study and say goodbye. Also mention that her/his valuable inputs are of great importance in evaluating the burden of implementing the PM+. Which, in turn, allows to address existing challenges of providing the PM+, in order to address the healthcare needs of Syrian-born refugees and asylum seekers living in Switzerland more specifically. Further ask the person for the receipt of transfer.

**III Assessor (Counsellor)**

**1  Salutation, introduction:** Greet person and introduce yourself.

**2  Explanation of the purpose:** Explain the purpose of this interview. If needed, give additional explanation of the in-depth interview process.   
*You were recently involved in the intervention Problem Management Plus (PM+) as an Assessor. Based on this, I would like to ask you some questions regarding your thoughts about this experience. The gained information will help us to improve and adapt the delivery of the program any time soon, seeking to address the specific problems and needs of Syrian refugees and asylum seekers living in Switzerland. Most importantly, there are no right or wrong answers. Besides, we will be interviewing a few other people, such as PM+ participants, asking all of them similar questions. If you feel unable or uncomfortable to answer any question, please let me know. In that case, we will skip the question and directly move on to the next one. Also, the participation in the study is voluntary, meaning that you may discontinue the interview at any time, with no obligation to provide an explanation.*

**3 Willingness to participate:** Ask the person if she/he is still willing to participate. If the person agrees to be interviewed, look for a private location. If the person declines participation, thank her/him for the interest and say goodbye.   
*Now you have heard a lot about the STRENGTHS Project, its purpose and especially the objectives of this interview. Do you have any questions regarding the provided information? (In case of participation: I would like to thank you again for agreeing to participate and being part of this study.) (In case of discontinuation: I would like to thank you again for your interest in this study and wish you a lovely day.)*

**4 Data collection:** Write down anonymous data of the person (age, gender, who they are, i.e. PM+ participant, stakeholder) and your name (full name with initials of all interviewers).

**5 In-depth interview:**   
**Overall satisfaction, acceptability:** *I would be of interest to me to know how you experienced your allocated tasks in the implementation of intervention Problem Management Plus (PM+). In general, how has your experience with your tasks, especially the recruitment and arrangement of the appointment been like? How do you feel about it? If possible, rate your satisfaction on a scale ranging from 0 to 10 (0 = totally dissatisfied, 10 = totally satisfied). Please try to take all facets into account, also how you were instructed, supervised, cooperated with other team members and the clients and what you have earned. Relating hereto, what you do think of the training in terms of the instruction and supervision you have received? How has the cooperation with other members of the STRENGTHS project, especially PM+ providers, been like? How satisfied were you with your salary? And most importantly, do you consider the material that was provided to you as useful? Additionally, could you please walk me through the tasks you completed. If possible, think of any barriers and facilitators. Thus, what were the main challenges you encountered while working with the clients and PM+ providers/or other team members? Ultimately, do you think that the main barriers that Syrian refugees and asylum seekers face when seeking help were addressed by using the PM+ intervention? Based on this, do you consider the PM+ as a reasonable treatment possibility for forcibly displaced persons that is easy to implement?*   
**Rapport with clients:** *You mentioned your tasks earlier. I would like to ask you a few questions regarding that. Please describe how you felt working with the clients. If possible, give some examples by exploring negative and positive thoughts. Concerning this, can you please tell me of how clearly you think that you explained things to your participants, e.g. during the screening or arrangement of a meeting?*   
**Satisfaction with access to mental healthcare in Switzerland:** *Regarding the Swiss healthcare system, I would like to know if you think that the healthcare system in Switzerland has responded to the health needs of the participants and if you think that they have been involved in the decision about their treatment. Finally, what do you think about the quality in terms of appropriateness of existing services?* (If needed give the participant additional information by using key terms, such as healthcare utilization among Syrians, client’s expectation of MHPSS services, cultural sensitivity) *Referring hereto, can you think of any barriers or facilitators to accessing healthcare services in Switzerland? Do you think that stigmatization (i.e. negative thoughts and attitudes towards mental problems) or/and culturally diverse idioms of distress are main problems that hinder Syrian nationals in utilizing mental healthcare in Switzerland? Thus, do you consider PM+ as a reasonable possibility to address existing barriers (e.g. treatment gap, long waiting time, overcome stigma) to accessing mental healthcare in Switzerland?* (Why yes, why not?) **Adherence:** *Based upon your experience and knowledge, to what extent do you think that your clients were willing to participate in the PM+ intervention? Based on this, what would help people to be willing to participate and stay motivated during the PM+ in your opinion? If needed, think of the barriers and facilitators of your different tasks and how these can be overcome.*   
**Adaptation:** *Thinking of your tasks, what would you change? Considering the intervention PM+, if you were given the task of revising, adjusting or redesigning the PM+ how and what would it be? Thus, do you have any recommendations how it could be adapted to be more specially geared to the problems and needs of use Syrian refugees and asylum seekers living in Switzerland? Relating hereto, do you think that it is suitable for other target groups, such as refugees of other origins? Additionally, do you have any other remarks or wishes?* (E.g. Do you have any recommendations on how the intervention could be improved or adapted?)

**6 Lack of clarity, rereading:** Review the written record with the interviewee. Clarify any issues and questions and ask him/her if he/she agrees with and approves your notes. If anything remains unclear, ask for further explanation and correct your notes whenever necessary.

**7 Additional information:** Ask the interviewee if there is anything, he/she would like to add. If so, add any additional information in the section interview notes. Mention that her/his valuable inputs are of great importance in evaluating burdens in recruiting and providing the PM+. Which, in turn, allows to address existing challenges, in order to address the healthcare needs of Syrian-born refugees and asylum seekers living in Switzerland more specifically. Further ask the person for the receipt of transfer.

**IV Staff of healthcare institution**

**1  Salutation, introduction:** Greet person, introduce yourself and explain not only for what organization (USZ) you are working for but also your current task.

**2  Explanation of the purpose:** Explain the purpose of the study as written in the informed consent form. If needed, give additional explanation of the in-depth interview process (Purpose of the interview).   
*You have recently been supporting the STRENGTHS project, especially its intervention Problem Management Plus (PM+). As a key stakeholder supporting this intervention, I would like to ask you some questions regarding your experience with this program. The gained information will help us to improve and adapt the delivery of the program any time soon, seeking to address the specific problems and needs of Syrian refugees living in Switzerland. Most importantly, there are no right or wrong answers. We will be interviewing a few people, such as PM+ participants, asking all of them similar questions. If you feel unable or uncomfortable to answer any question, please let me know. In that case, we will skip the question and directly move on to the next one. Also, the participation in the study is voluntary, meaning that you may discontinue the interview at any time, with no obligation to provide an explanation.*

**3 Willingness to participate:** Ask the person if she/he is still willing to participate. If the person agrees to be interviewed, look for a private location. If the person declines participation, thank her/him for the interest and say goodbye.   
*Now you have heard a lot about the STRENGTHS Project, its purpose and especially the objectives of this interview. Do you have any questions regarding the provided information? (In case of participation: I would like to thank you again for agreeing to participate and being part of this study.) (In case of discontinuation: I would like to thank you again for your interest in this study and wish you a lovely day.)*

**4  Data collection:** Write down anonymous data of the person (age, gender, who they are, i.e. PM+ participant, stakeholder) and your name (full name with initials of all interviewers).

**5  In-depth interview:**   
**Existing scope of work of primary healthcare facilities, adaptation:** *Considering existing primary healthcare clinics’ scope of work, do you think that this additional intervention is something that could be delivered within the primary healthcare structure? Try to explore reasons justifying or compelling that idea*. (E.g. Can you give examples to explain your thoughts and views to this subject?) *Relating to Syrian-born refugees and asylum seekers, what are the barriers they encounter in accessing integration, especially healthcare in Switzerland? Regarding the PM+, do you think that the main barriers that Syrian refugees and asylum seekers face when seeking help can be addressed by the PM+? Thinking of the intervention PM+, what would you change if you were given the task of revising, adjusting or redesigning the PM+? Thus, do you have any recommendations how it could be adapted to be more specially geared to the problems and needs of use Syrian refugees and asylum seekers living in Switzerland? Relating hereto, do you think that it is suitable for other target groups, such as refugees of other origins? Additionally, do you have any other remarks or wishes?* (E.g. Do you have any recommendations on how the intervention could be improved or adapted?)

**Satisfaction with access to mental healthcare in Switzerland:** *Regarding the Swiss healthcare system, I would like to know if you think that the healthcare system in Switzerland responds to the health needs of forcibly displaced persons, such as Syrian- born refugees and asylum seekers. In general, what do you think of the quality of existing healthcare services in terms of their appropriateness? Preferably, to what extent do you think that healthcare providers address existing barriers such as lacking language skills, communication problems and stigmatization? Referring to this, would interpreters represent an appropriate solution to ensure the access to healthcare of foreign-born nationals? Also, are they enough effective treatment options, also in terms of diverse cultural forms of distress, for forcibly displaced populations who were exposed to a multitude of stressors before, during and after their resettlement? And do you think that existing healthcare services are generally culturally sensitive or need to be targeted to various groups? Based on this, do you consider the intervention PM+ as an alternative approach to address existing barriers that asylum seekers and refugees face to accessing mental healthcare in Switzerland?*   
**Integrating lay counsellors into the PHC structures**: *How do you consider the role of lay counsellors (known as providers regarding the PM+) within primary healthcare? Try to think of any reasons hindering but also facilitating the integration of such lay counsellors into the primary healthcare. Particularly, do you consider the lacking liability and insurance coverage as one problem that could be addressed through lay counselling?*

**Integration of the individual PM+ program:** *What do you think of the individual PM+ program in terms of addressing the problems of foreign-born nationals living in Switzerland? Try to think of any reasons that impede or facilitate the access to the Swiss mental healthcare. Into what other programs or structures (other than PHC) could the PM+ be integrated? If possible, explore other available health or social programs/activities into which this program could be integrated.*

**6  Lack of clarity, rereading:** Review the written record with the interviewee. Clarify any issues and questions and ask him/her if he/she agrees with and approves your notes. If anything remains unclear, ask for further explanation and correct your notes whenever necessary.

**7  Additional information:** Ask the interviewee if there is anything, he/she would like to add. If so, add any additional information in the section interview notes.

**8  Farewell:** Thank the person for taking part in the study and say goodbye. Also mention that her/his valuable inputs are of great importance in addressing existing barriers in the uptake and delivery of healthcare services. Further ask the person for the receipt of transfer.