

Integrated (n = 11)

Outer Setting

- Fragmented systems of care
- Lack of systems navigation support

Inner Setting

- Long wait times for DB specialty appointments
- Role confusion between primary care clinician and DB specialist

Innovation

- Convenience
- Better inter-clinician communication

Current Care
Experience &
Perceptions
of Integrated
Care

Usual (n = 11)

Outer Setting

- Fragmented systems of care
- Lack of systems navigation support

Inner Setting

- Long wait times for DB specialty appointments
- No consistent primary care clinician
- Communication gaps between primary care and DB specialist

Innovation

- Less travel burden
- Fewer insurance coverage barriers
- Better inter-clinician communication
- Concerns about losing multidisciplinary expertise