

Appendix 2. The refined codebook with codes, themes, and categories

Examples of codes	Themes	Categories
<ul style="list-style-type: none"> • Ensuring care continuity • Medication management • Monitoring disease progress • Personalized rehabilitation to regain physical function • Providing medical advice • Helping understanding of disease and treatment • Providing holistic / tailored care with flexibility • Referring to specific medical care services when needed • Providing comfort care 	<p>Providing direct medical care</p>	<p>Delivering needs-based care in community settings</p>
<ul style="list-style-type: none"> • Emotional support / counselling /reassurance • Giving encouragement / affirmation • Psycho education aligning patient's goals • Finding / fostering hope • Initiating reflection process • Discussing life goals • Listening and giving space to talk • Proving human touch / being present • Helping discover own strengths and resilience • Promoting psychosocial adjustment /adaption • Empathizing 	<p>Providing psycho-emotional support</p>	
<ul style="list-style-type: none"> • Health counselling • Reinforcing ownership of their own chronic diseases • Initiating lifestyle changing • Finding patients' motivation • Initiating goal setting aligning with their values in life • Motivational interviewing • Partnering with clients 	<p>Reinforcing ownership of health</p>	<p>Activating and empowering clients in health care</p>
<ul style="list-style-type: none"> • Providing health education / coaching / training • Equipping coping skills • Teaching exercise techniques • Teaching disease/symptom management skills 	<p>Imparting self-management knowledge and skills</p>	
<ul style="list-style-type: none"> • Needs-based social services • Linking clients up with available resources • Directing clients to appropriate community partners • Being connectors • Exploring possible options 	<p>Being navigators of community-based services and resources</p>	
<ul style="list-style-type: none"> • Moderating expectations of clients and family • Harmonizing family relationship • Providing training/support to family caregivers • Addressing caregiving burden 	<p>Strengthening family support</p>	<p>Fostering community-based sustainable support networks</p>
<ul style="list-style-type: none"> • Playing a collective role for clients • Consulting partners for decision making • Working together to support a common care plan • Interchangeable care leadership across partners • More collaboration at different levels • Knowledge and experience sharing 	<p>Cultivating collaborative inter-organisational bonds</p>	
<ul style="list-style-type: none"> • Developing asset-based community with residents • Providing opportunities for communities to come together • Forming various support / interest groups /initiatives • Harnessing "kampung/community spirit" • Providing space for informal networking • Engaging community enablers • Coordinating volunteers' efforts 	<p>Initiating community-based support collectives</p>	