

Supplementary Appendix S1 Semi-structured Interview Guide

Questions outline
<ol style="list-style-type: none">1. What do you understand about the hospital policy or regulation of homecare service in Sardjito Hospital?2. What do you know about the payment system for patients who use the homecare service and the health personnels who work in the homecare service of Sardjito Hospital?3. How the patients' development progresses are being assessed and recorded in the homecare service of Sardjito Hospital?4. How would you ensure that the homecare service meets the qualification and safety of the medical service?5. What are the services that are offered by the homecare service in Sardjito Hospital and who are in charge for those services?6. How would you describe the service development now since then?7. What do you think about the welfare of the health personnels, patients, and caregivers involved in the homecare service?8. How do you describe the homecare service as a profitable service?9. From the patient and caregiver's point of view, how would you rate the service provided by the homecare service in Sardjito Hospital?