



ELECTRONIC SUPPLEMENTARY MATERIAL

Suleman S *et al.*: Understanding equitable and affirming communication moments and relationship milestones during the intensive care unit journey: findings from stage 1 of a design thinking project

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Semi-structured Interview Guide Journey Mapping Phase 2

Summary of the Project Component:

Journey Mapping Phase 2: We will hire a professional Research Consultant to facilitate up to 20 semi-structured journey mapping individual or small group interviews (up to 3 individuals per group,¹ with participants across Saskatchewan including:

- Patients and their loved ones with diverse cultural, linguistic, sexual, gender, age, and regional (i.e., rural) identities and intersections of identities.
- Members of the ICU healthcare team, including physicians, nurses, and allied health professionals

The journey mapping interviews will be guided by the *key steps* in the patient journey developed in Phase 1. Participants will be asked to identify personally significant *communication moments* and *relationship milestones* along the journey. Participants will work with the research team in real-time to ensure their moments and milestones are accurately captured by the research team.

Introduction (for patients and loved ones): Thank you for speaking with us today. We are looking to learn more about the experience of you (and/or your loved one) as you moved into, through, and out of the ICU. We have worked with a group of patient advocates and healthcare providers to identify 16 key “communication moments” and/or “relationship milestones” in the ICU Journey. We generally define a “communication moment” as an opportunity or an event where information is given or received, and a “relationship milestone” as a time when there was a shift or change in trust or bond. For each step we will ask you to tell us more about your experience and your perceptions about your ICU experience. We want to know about the things that went well and where things could be improved, so your honesty is important [and then move into talking about privacy and informed consent]

Introduction (for members of the ICU healthcare team): Thank you for speaking with us today. We are looking to learn more about the experience of healthcare providers as patients move into, through, and out of the ICU. We have worked with a group of patient advocates and healthcare providers to identify **16 key “communication moments” and/or “relationship milestones” in the ICU Journey**. For each step we will ask you to tell us more about your experience as a healthcare provider and your perceptions of the patient experience. We want to know about the things that went well and where things could be improved, so your honesty is important [and then move into talking about privacy and informed consent]

Ethics: Review the informed consent form and answer any questions. After consent has been signed, ask for consent to begin recording the interview and record verbal consent to recording (i.e., I’m about to start recording, is that okay? [yes]. I have started the recording, could you please confirm that you give consent for us to record this interview today [yes, you can record this interview]. The interviewer will explicitly ask, at regular intervals and at the end of the interview, if the participant is experiencing any stress or discomfort.

Interview semi-structured questions: [Interviewer - please make sure to ask, at regular intervals and at the end of the interview, if the participant is experiencing any stress or discomfort].

1. How would you describe your ICU experience(s)/journey(s)?
 - a. Tell us more about your experiences with communication during your ICU experience(s)/journey(s)
 - b. Tell us more about your experiences with relationships during your ICU experience(s)/journey(s)
2. Review the communication moments and relationship milestones
3. Which of these moments/milestones resonated with you and your experience?
4. Please choose up to five of these moments/milestones would you like to share with us today?
5. (For each moment/milestone) - would you consider this a “communication opportunity”, a “relationship/trust opportunity”, or both?
6. (For each moment/milestone use discretion and ask appropriate questions to explore the experience):
 - a. Communication moment
 - i. If the person was receiving information:
 1. How did this communication moment influence your ICU experience(s)/journey(s)?
 2. What were you doing before this communication moment?
 3. Was there a trigger for this communication moment? Did something happen that forced this moment to happen?
 4. How did you receive information? (e.g., verbal, written)
 5. What did you do to ensure you understood the information?
 6. What could you have done differently to facilitate your understanding?
 7. Would you say you received ‘not enough’, ‘just enough’, or ‘too much’ information in this moment? Why? What information did you need/not need in this moment?
 8. What did you do with this information?
 9. What could the person providing information have done differently to support your understanding?
 10. How did you feel after this communication moment?
 11. What did you do after this communication moment?
 12. Tell me about any follow-up communication after this moment
 13. In today’s world we use lots of technology to communicate, from phones to e-mail to video calls (e.g., Skype, Zoom).
 - a. How do you think communication technology could have been used to improve this communication moment?
 - b. How do you think the use of communication technology could have disrupted this moment or made it worse?
 - ii. If the person was giving information
 1. How did this communication moment influence your ICU experience(s)/journey(s)?
 2. What were you doing before this communication moment?
 3. Was there a trigger for this communication moment? Did something happen that forced this moment to happen?
 4. How did you give information?
 5. Did the person you were interacting with indicate they understood what you were sharing with them? How?
 6. Would you say you gave ‘not enough’, ‘just enough’, or ‘too much’ information in this moment? Why? What information did you need/not need to share?
 7. What were you hoping the person you were speaking with would do with the information?

8. Do you believe the person used the information you provided? Why or why not?
9. What did you do to support the person you were communicating with to understand the information?
10. What could you have done differently to support the person you were communicating with?
11. How did you feel after this communication moment?
12. What did you do after this communication moment?
13. Tell me about any follow-up communication after this moment
14. In today's world we use lots of technology to communicate, from phones to e-mail to video calls (e.g., Skype, Zoom).
 - a. Did this moment use any technology?
 - b. If so, which technology was used?
 - c. How did this technology facilitate communication? How did this technology hinder communication?
 - d. How do you think communication technology could have been used to improve this communication moment?
 - e. How do you think the use of communication technology could have disrupted this moment or made it worse?

b. Relationship milestone

1. How did the relationship milestone(s) influence your ICU experience(s)/journey(s)?
2. Tell us more about the individual(s) involved in this milestone
3. When did you know you felt safe (or unsafe)?
4. How did others make you feel safe (or unsafe)?
5. How did you and others build trust (or mistrust)?
6. Tell me more about the feeling of connection or disconnection.
7. If the moment was positive – ask about how the moment could have been made negative
8. If the moment was negative – ask about how the moment could have been made positive
9. How did this milestone change your relationship with others (e.g., your loved one, a member of the healthcare team)? What changes did you notice after this moment – in yourself and others?

5. Would we be able to contact you if we have follow up questions about this interview?

6. Would you like to be contacted about future interviews or focus groups that are a part of this study?