

Interview Guide

(Subjects with optional additional areas for elaboration.)

Introduction and information by the interviewers

- The official rights and protections due to participating in the study
- Participant consent form
- Avoid gathering unnecessary information about the patient; emphasise to the participant that it is his/her experiences the interview will be focused on.
- Participant's age
- Participant's gender
- Health educated (yes/no)
- Relation to the cardiac arrest victim (relative, colleague, acquaintance, unknown)?
- Time from last cardiopulmonary resuscitation-training to cardiac arrest incident?
- In what context did the cardiac arrest incident happen (home/at work/in public)?

Question 1: You were present during a cardiac arrest incident. Please tell us in detail what happened.

Question 2: What were the reasons for calling the medical emergency telephone number?

- How was the patient's appearance (colour in face, notable/abnormal looks)?
- Where was the patient located?
- How was the patient breathing?
- What signs made you call the medical emergency number?
- How many individuals participated in the incident and how did they act (alerting/calling and CPR)?
- Who alerted and received CPR instructions from the medical emergency number?
- Where was the caller located? By the patient? Was the telephone close to the patient?
- Was a portable or non-portable telephone used? Was the speaker on the phone activated?
- How did you experience, and indicate how long, the time was from the patient losing consciousness until you started CPR?

Question 3: Please tell us about your experience of the incident and the experience of providing CPR?

- What kind of first-aid was provided (mouth-to-mouth ventilation, chest compressions, recovery position)?
- Did you take pauses during the compressions?
- How did you experience giving mouth-to-mouth ventilation? Was it easy?
- How did you experience providing CPR until the ambulance arrived on scene?
- Did you get exhausted? Did others provide chest-compressions?
- How do you recognise adequate CPR?

- Prior to ambulance arrival on scene, what is your opinion about your own effort in the incident?

Question 4: What made you choose to start CPR?

- What was the motivation behind providing CPR?
- Was it the instructions from the emergency dispatcher?
- Were other individuals present on scene?

Question 5: How did you experience talking to the medical dispatcher?

- How could the dispatchers help you?
- Did you receive continuous support from the medical dispatchers?
- Did you experience any challenges the medical dispatchers could have improved?

Question 6: How did you experience the ambulance arrival on scene?

- What happened?
- How were you taken care of by the emergency medical personnel on scene?
- How did you communicate with the emergency medical personnel (Verbally/nonverbally)?

Question 7: How did you experience the situation after the emergency medical personnel had left the scene?

- What was your experience following/after the out-of-hospital cardiac arrest incident?
- What is your opinion of your own effort in the incident?
- What is your opinion about the provided work by the emergency medical personnel?
- What are your expectations of emergency medical services?

Question 8: Do you believe there are any previous experiences in your life that may have influenced you in your handling of the cardiac arrest incident?

- CPR-course
- Previous acute incidents
- Media focusing on successful resuscitations

Question 9: Follow-up after the study

- If we are in need of a new interview or telephone call, is it OK if we contact you?
- If you have further comments or questions regarding the study, you are most welcome to contact us.

Additional questions emerging during the study:

- If you were to choose: What kind of follow-up would you have chosen and from whom?
- Have you had any form of follow-up after the cardiac arrest incident?
- What did you expect of follow-up after the cardiac arrest incident?

- After the cardiac arrest incident: Did you sleep well? Did you have nightmares? Who did you talk to/confide in?
- How was your social and work life after the incident?
- Can you describe your thoughts and, if any, concerns about the patient after the incident?
- Has this incident altered your view of the world and how things are interrelated?
- Have you experienced any feelings of guilt related to the provided CPR or patient outcome?