

## Interview Guide

### Introduction

1. Could you give a brief overview of your background (probe for education, specializations, experience, experience in treating MM cases)
2. Please describe your day to day activities at the Clinic

### Characteristics and identifying MM cases

3. Could you describe a current or recent MM patient you are treating?
  - i) Could you describe your initial evaluation of the level of complexity of this case?
  - ii) How did your initial understanding of the complexity of the case change over time, why?
  - iii) What struck you as surprising, unexpected, or particularly challenging in treating this patient?
  - iv) What were your goals for this patient and how did you plan your initial activities? How and why did your goals and activities change over time?
4. In what ways are MM cases complex?
  - i) Which activities (e.g., diagnosis, treatment, care coordination) are the most challenging in treating MM patients compared to non-MM patients? Why?

### Comparison to non-MM cases

5. Consider a recent non-MM patient:
  - i) What were the main challenges in treating this patient?
  - ii) How does your sense of complexity of treating this patient compare to the MM case?
  - iii) How did your goals and activities for this case compare to the MM case you described before?
6. In what ways do your practices differ between MM and non-MM cases?
7. In what ways does your role differ when treating MM patients compared to non-MM patients?
8. How does your assessment of patient outcomes differ between MM and non-MM patients?

### Support mechanisms

9. How did your education and training prepare you for managing MM cases?
10. How does your practical experience prepare you for managing MM cases?
11. Are there particular tools, practices, platforms, guidelines or procedures for treating MM cases that you know of or use? How?

### Knowledge sharing, collaboration and coordination

12. Please describe how and with whom you collaborate in treating MM patients
13. Please describe a recent example of such a collaboration
  - i) Who did you consult? Why? How? How often
  - ii) What went well / not well?