

Supplemental File

Consolidated criteria for reporting qualitative studies (COREQ): 32-item checklist

| No | Item | Guide |
|---|--------------------------------------|---|
| Domain 1: Research Team and reflexivity | | |
| Personal Characteristics | | |
| 1 | Interviewer | Emily Franzosa |
| 2 | Credentials | PhD |
| 3 | Occupation | Researcher |
| 4 | Gender | female |
| 5 | Experience/Training | Highly published, experienced qualitative researcher |
| Relationship with Participants | | |
| 6 | Relationship established | Members of the study team did not have a previous relationship with any participants |
| 7 | Participant knowledge of interviewer | Participants did not have knowledge of the study team prior to interviews/focus groups |
| 8 | Interviewer characteristics | Not reported |
| Domain 2: Study Design | | |
| 9 | Methodological orientation | Directed content analysis |
| Participant selection | | |
| 10 | Sampling | Combination of purposive and convenience sampling was utilized |
| 11 | Method of approach | Focus groups were conducted remotely with participants at their workplace; administrators were interviewed via telephone |
| 12 | Sample size | 56 certified nursing assistants; 5 administrators |
| 13 | Non-participation | 9 facilities were approached and 6 agreed to participate. 1 facility was unable to schedule focus groups due to an increasing number of covid cases |
| Setting | | |
| 14 | Setting of data collection | Nursing home workplace |
| 15 | Presence of non-participants | Only the participants and researchers (moderator and assistant moderator) were present during the focus group, and only the interviewer was present in the administrator interviews |
| 16 | Sample description | CNAs were mostly: female, Black, age 40-59, with over 10 years work experience. Administrators had a median of 10 years work experience at their current facility. |
| Data Collection | | |
| 17 | Interview guide | Questions, prompts were used; the interview guide was pilot tested |
| 18 | Repeat interviews | no |
| 19 | Audio/visual recoding | A/V recording was used for the virtual focus groups |
| 20 | Field notes | Field notes were taken during the focus groups by the assistant moderator |
| 21 | Duration | 45-minute focus groups were conducted with CNAs and 30-45 minute telephone interviews were conducted with administrators |
| 22 | Data saturation | yes |

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|-------------------------------|------------------------------|---|
| 23 | Transcripts returned | no |
| Domain 3: Analysis & findings | | |
| 24 | Number of data coders | 4 |
| 25 | Description of coding tree | no |
| 26 | Derivation of themes | Themes were derived both in advance and from the data |
| 27 | Software | Dedoose qualitative software |
| 28 | Participant checking | no |
| Reporting | | |
| 29 | Quotations presented | yes |
| 30 | Data and findings consistent | yes |
| 31 | Clarity of major themes | yes |
| 32 | Clarity of minor themes | yes |