

## Supplement 1: Semi structured interview guide

### Interview Guide:

**INTRODUCTION:** We are conducting interviews with staff who participate in the ICD education and decision support process at your medical center. This research study is to help us understand the process at your center. I'll be asking you open-ended interview questions. There are no right answers. The interview will last about 15-30 minutes and will be audiotaped. There are no direct benefits to you in participation in this interview and there may be possible discomforts or risks – you may feel discomfort in answering some questions, in which case, you can refuse to answer any questions at any time. We will make every effort to protect your privacy and confidentiality by keeping your responses confidential and not recording any of your identifiable information.

#### General Questions:

1. Tell me about the current process in place for patients considering ICD.
  - a. How do you support patients during the process?
  - b. What materials are given to patients?
    - i. What are the sources of those materials (i.e. Device company)?
2. (I) What are the steps involved in the decision-making process with patients?
  - a) What does the timeline look like?
  - b) What members of the care team are involved? (Electrophysiologists, cardiologists, nurses, , etc.)
    - ii. How is each member involved? What tasks fall to each member?
3. (I) How much time do you spend on the current decision-making process with patients?
  - a. Do you think this time is well spent? Or could there be something that would help make your time better spent?
  - b. What resources are currently required for this process?
4. (R) What mechanisms are in place to help patients get the educational materials?
5. (I) If someone decides they don't want to get an ICD, what happens? What does the process look like then?
6. (I) What is helpful about the current process?
7. (I) What is challenging or difficult?
  - a. Are there either people or elements of the process that push patients one way or the other toward a decision? Can you provide examples?
8. (A) Is there a desire among ICD care teams to increase and improve the patient decision-making process?
9. (A) Suppose there's a new decision-making intervention that addresses patient and caregiver needs—how do you think that would be received by your team?

#### Intervention-Specific Questions:

1. (A) What changes, if any, do you remember about how the clinic helps patients make decisions about ICD placement over the past several months?
  - a. Are you aware of the new NCD reimbursement criteria requiring shared decision making with ICD candidates?

- b. Are you aware of a new decision aid video and pamphlet being used?
  - c. Describe your experience with the new process.
- 2. (I) How do you typically use the new decision aid materials in the decision-making process?
- 3. (I) How effective have you found the new decision-making process to be in helping patients make decisions?
- 4. (I) Have you changed the way you talk to patients over the past several months?
  - a. How has the caregivers' involvement changed since the intervention?
- 5. (I) What is helpful about the new decision-making process?
  - a. Did you find the intervention to be more helpful than the previous process?
- 6. (I) What is challenging or difficult?
  - a. What would you want to see changed about the intervention process?
- 7. (A) When you first heard of this project, what were your thoughts about using decision aids with ICD candidates?
- 8. (A) Was there any resistance to implementing the decision aids?
- 9. (A) How was the transition to the intervention? Were there struggles? Or was it relatively smooth?
  - a. How has it changed the decision-making process and environment at your program?
- 10. (M) Do you think the current process will continue?
  - a. Do you plan to continue to use the decision support intervention when the study is over?
  - b. Do you plan to use all, part, or none of it?
  - c. What about your colleagues – do you think they'll continue to use the tools? How?
  - d. What part of the process will you no longer continue to do and why?
  - e. What modifications will you make? Why?
  - f. Speaking honestly, will this intervention be adopted as the new standard of education for your program? Why or why not?
- 11. (I) What recommendations do you have about training other ICD programs on the decision support intervention?
- 12. (I) Describe the most memorable experience you've had using the new decision aid materials.