

## Additional file 1: Interviewguide

1. Start the interview: introduce yourself, ask if it is a convenient moment for the interview. Ask if the interviewee gives permission to record the interview: if yes, start recording. Explain that anonymity is guaranteed, that personal data is not stored and that everything discussed is handled with confidence. Ask if the interviewee has any questions and agrees.

2. Ask about the interviewee recent experience of end-of-life care.

Probes:

- How many patients have you cared for during the last days of their lives?
- What protective measures are taken in your care setting?
- What is your experience of those measures?

3. Ask if the interviewee can remember the patient from the questionnaire.

- a. If not, go to 4.
- b. If yes, ask about this patient's story.

Refer if necessary to answers in the questionnaire, as in: You indicated in the questionnaire that ...: can you tell me more about that? What do you mean by that? What did you miss? What would you rather have seen? Etc.

Pay attention to:

- Symptoms and symptom management
- Treatment restrictions
- Influence of the Corona measures, including visits
- Place of death
- How death was characterized in the questionnaire
- Experiences after the moment of dying

Probes:

- What did this patient's disease trajectory look like?
- What care dilemmas did you experience?
- What did you like in this case and what not?

- What exactly made the care as provided in this case right or wrong?
- What do you know about experiences of other members of the care team?
- How was the situation different from normal as a result of the corona crisis?

Where item 3 has been discussed extensively and concerned a positive experience, 4 can be skipped.

Where item 3 has been discussed extensively and concerned a negative experience, 5 can be skipped.

4. Can you give me an example of a patient for whom you thought end-of-life care went really well.

Discuss experience of:

- Symptoms and symptom management
- Any treatment restrictions
- Influence of the Corona measures, including visits
- Place of death
- How death was characterized in the questionnaire
- Experiences after the moment of dying

Probes:

- Can you tell me about that situation?
- Who was this patient (age, gender, setting, condition, covid-infection)?
- How would you describe the care this patient received in the last phase of life?
- What exactly makes this case a good case?
- And how was this for the team? For you?

5. Can you give me an example of a patient for whom you thought end-of-life care really could have been better.

Discuss experience of:

- Symptoms and symptom management
- Any treatment restrictions
- Influence of the Corona measures, including visits
- Place of death
- How death was characterized in the questionnaire

- Experiences after the moment of dying

## Probes:

- Can you tell me about that situation?
- Who was this patient (age, gender, setting, condition, covid infection)?
- How would you describe the care this patient received in the last phase of life?
- What exactly makes this case a poor case?
- And how was this for the team? For you?

6. Have these and other recent experiences with end-of-life care affected your views on good end-of-life care?

## Probes:

- Can you tell me something about that?
- What about your health, quality of life and emotions as reported in the questionnaire?
- Safety and protection issues?

7. Have these and other recent experiences with end-of-life care affected your own health and wellbeing?

## Probes:

- Can you tell me something about that?
- What about your health, quality of life and emotions as reported in the questionnaire?
- Safety and protection issues?

8. Conclusion: ask if the interviewee wants to add anything that has not yet been discussed. Thank the interviewee and wish them strength. Indicate that if the interviewee wants to add something, they can always send an e-mail. In case the interview evoked emotions, recommend that the interviewee talks to someone or contacts a colleague or their GP.