

Supplementary Material

Appendix 3

Appendix 3: Research Rigor

Reflexivity

Understanding reflexivity as ongoing self-awareness during the research process to make visible the practice and construction of knowledge within research to produce more accurate analyses, we accounted for research reflexivity by:

Exploring prior assumptions and experience

Members of the research team (AY, DW, RM, MM, SS) involved in data collection for this study needed to consider the ways in which their professional background, experiences, knowledge, and prior assumptions might influenced their interactions with participants. In this study, the interviewer (AY) is an academic research fellow from non-clinical background and was not affiliated with any of the examined sites. Accounting for the interviewer professional background was crucial to estimate the impact of participants' "patients" willingness to sharing openly their experiences.

Considered social setting and the social 'distance' between the researcher and the researched

All interviews were conducted at the clinical site patients were recruited from and were face-to-face (except for one interview that was a tele-interview due to feasibility issues and interviewee preference). The interviewer (AY) was invited to the care site and introduced as a research. To gain an understanding of the social setting and to mitigate the social distance between the researcher (AY) and the researched 'patients,' I attend few patient education groups and formally introduced my role and the purpose of my study.