

CARES interview guide – person with cancer seeking advice

Introduction

Thank you for taking time for this interview.

My name is ***insert name of interviewer***. I am a research assistant for the CARES project.

In our project, we would like to find out more about your past and present experiences, as a person in search of counseling, with respect to the counseling offered by the ***insert name of cancer counseling center (CCC)*** regarding the topic of return to work (RTW) and/or retention of work. These are the topics that will be addressed in today's interview.

This will not take the form of a question and answer game, but the form of a conversation. Please take as a much time as you need for your answers. I won't interrupt you, but only take notes and follow up with questions later. There is no right or wrong. I am interested in everything that is important to you.

We have set aside ca. 60 minutes for the interview, which may vary depending on how the conversation progresses. If you need a break during the course of the interview, please let us know. You can also end the interview at any time.

If there are questions you do not wish to answer, you don't have to. If you agree, we would like to record the interview so as not to interrupt the course of the conversation; this will allow us to analyze it later on.

The interview will be treated in a confidential manner and the analysis is pseudonymized.

Do you have any questions? Are you ready? Then we can get started. → *Please note: Start the tape*

Leading question	Follow-up	Theoretical classification
<p>1. Path to intervention (IV)/RTW experiences prior to IV How did you find out about the offer of counseling, which we also refer to as the career guidance program at CCC (<i>insert name</i>)?</p>	<ul style="list-style-type: none"> - What prompted you to contact the CCC/take advantage of the counseling offered? - What have your experiences been with the topic of "occupational reintegration"? - When and how did you encounter the topic? - Did you get advice regarding the topic from another body? 	<p>CFIR: characteristics of individual</p> <p>Objective 1: Evaluation of recruitment capability and</p>

		resulting sample characteristics
<p>2. Expectations of the IV What expectations did you have of the services offered prior to using them?</p>	<ul style="list-style-type: none"> - Did you hope to receive support on certain topics? E.g. regarding rehabilitation or employee rights? - What expectations did the people around you have (private/professional)? 	<p>CFIR: characteristics of individual</p> <p>Objective 1: Evaluation of recruitment capability and resulting sample characteristics</p>
<p>3. Experiences during the IV What was your experience with the services offered?</p>	<ul style="list-style-type: none"> - How often have you met with your counselor to date? - How did contact take place? - What topics did you talk about? - Was a plan with specific goals for solving problems drawn up? What was your experience with that? - How were you supported with the implementation of the plan? - Did the counselor accompany you to meetings outside of the counseling center? What was your experience with the accompaniment? - How did the consultation affect you? (ask if consultation is well underway) - What was your experience with the conclusion of the counseling services? Could you have used further support? (ask if consultation is well underway) 	<p>CFIR: IV characteristics, outer setting</p> <p>Objective 3: Evaluation of acceptability and suitability of IV and study procedures</p> <p>Objective 5: Preliminary evaluation of participant responses to IV</p>
<p>4. Suitability in an everyday context/time and resources How well do the services offered fit into your everyday life?</p>	<ul style="list-style-type: none"> - Do the services offered fit your daily schedule? - What would help you to better combine the consultation with your everyday life? 	<p>CFIR: IV characteristics, outer setting</p>

		Objective 3: Evaluation of acceptability and suitability of IV and study procedures
<p>5. Stress A consultation may be associated with stress, e.g. in addition to the time requirement, also on an emotional level. How did the consultation affect you? (emotionally)</p>	<ul style="list-style-type: none"> - How could this stress be reduced and/or relief be provided? - Would it have been helpful if the consultation took place in person? (in the event of online meetings) - Would it have been helpful if a person close to you had accompanied you to the consultation? - In retrospect, would you have liked something to be different? 	<p>CFIR: IV characteristics, characteristics of individuals</p> <p>Objective 3: Evaluation of acceptability and suitability of IV and study procedures</p>
<p>6. Relationship to the career guide During the course of the consultations, in most cases, a relationship develops between the person being advised and the counselor. How would you describe your relationship to the counselor?</p>	<ul style="list-style-type: none"> - How were your issues addressed? - Were you able to share all your issues with the counselor? - Were there certain moments when you felt unwell? - What would you like to change about the relationship with the career guide? 	<p>CFIR: IV characteristics, characteristics of individual</p> <p>Objective 3: Evaluation of acceptability and suitability of IV</p>
<p>7. Effectiveness and benefit/attractiveness Which aspects of the consultations were helpful for you? Which were less helpful?</p>	<p>How helpful or unhelpful ...</p> <ul style="list-style-type: none"> a) ...was the information provided? b) ...were the agreed targets? c) ...was the support from the counselor? d) ...was the final meeting concluding the consulting process? <ul style="list-style-type: none"> - Would you recommend these counseling services? To whom? 	<p>CFIR: IV characteristics</p> <p>Objective 3: Evaluation of</p>

	<ul style="list-style-type: none"> - In your opinion, what are the advantages of the services offered? - And what disadvantages? 	acceptability and suitability of IV and study procedures Objective 5: Preliminary evaluation of participant responses to IV
8. (Un)met needs If you consider the consultation process: Are there any issues that could not be addressed by the consultation process?	<ul style="list-style-type: none"> - What was lacking? - In your opinion, what didn't go so well? 	CFIR: IV characteristics Objective 3: Evaluation of acceptability and suitability of IV

Notes: The presented interview guide is preliminary, it may be changed during the iterative qualitative research process. Theoretical classification "CFIR" refers to the Consolidated Framework for Implementation Research [16], "Objective" to the Objectives of a feasibility study according to Orsmond and Cohn [18]. The intervention is also referred to as "career guide program" and the specially trained counsellors are named "career guides". CCC=cancer counseling center; RTW=return to work; IV=intervention.