

Appendix A: Patient semi-structured interview questions

Guidance:

- Keep the interview as short as possible.
- Stop if the patient is distressed, confused or uncomfortable. Seek help to calm the patient.
- Do not identify the patient in any written records.

The information collected will be demographic information and responses to the following questions.

A: Introduction

- Do you remember having a chat with [*name of member(s) of advanced care planning team*] about those things that are important to you?
- I would like to talk to you about how you felt about the process. But, firstly, I must make it clear that giving your honest answers to my questions won't affect your care, your treatment or your rehabilitation plan in any way. This also applies if you decide not to talk to me.

Secondly, what you say will not be used to criticise [*name of member(s) of advanced care planning team*]. He/she/they is/are happy that I am talking to you. By agreeing to talk to me, you are providing useful information that we hope will improve all patients' care.

B: Questions

- How long have you been in hospital/under the care of [*name of member(s) of advanced care planning team*]?
- Have you been under the care of [*name of member(s) of advanced care planning team*] or had surgery before?

If 'yes', prompt for the patient's view of how they have been involved in the past.

- Can you tell me about your meeting sessions with the [*name of member(s) of advanced care planning team*]?

How helpful were they for you?

Were you satisfied with the outcome of the sessions?

- Did you feel that the [*name of member(s) of advanced care planning team*] listened to you and understood what was important to you?

[Whether 'yes' or 'no'] Can you give an example?

- Have you planned any actions (tasks) with the [*name of member(s) of advanced care planning team*] to achieve things that are important to you?

Examples, please.

- Can you tell me about your experience of working with the [*name of member(s) of advanced care planning team*] towards these goals?

What worked well?

Were there any challenges?

- How confident did you feel that the [*name of member(s) of advanced care planning team*] could help you to achieve your goals or, if not, that the [*name of member(s) of advanced care planning team*] could get appropriate support from someone who could?

- Do you know or believe that what you have discussed has been acted on?

What has happened as a consequence?

- How involved have you felt that you have been in what has happened since?

Do you want more or less involvement? Please expand on this answer.

- Sometimes the things that are important to you will change over time. Did anything change in importance to you after your initial discussion?

If so, how flexible was the [*name of member(s) of advanced care planning team*] in supporting you to meet your new priorities?

- Is there any other support that you would like, that would help you achieve your goals?
- Do you have any comments on how helpful the forms were, when you had your discussions with the [*name of member(s) of advanced care planning team*]?

C: Demographic Information (on each occasion)

This information will not be linked to any participant's name. A number will be assigned as a code reference for analysis purposes.

1. Patient Code (to match data from before/after surveys)
2. Gender, Age (18-50, 51-60, 61-70, 71-80, 81-105yrs)
3. Max education level (Primary school, Year 10, Year 12, bachelor degree, postgraduate degree)
4. Place of primary residence (lives alone, lives with family, nursing home, other)
5. Proposed surgery/primary medical condition requiring surgery

Appendix B: Clinician semi-structured interview questions

Interview Schedule

The information collected will be demographic information and responses to the following questions.

A: Background

- What do you understand by the term ‘shared decision making’?
- Have you had previous experience with shared decision making in the past:
 - Sharing decision making with other clinicians?
Examples, please.
 - Sharing decision making with patients?
Examples, please.

B: Shared decision making

- Do you think it is important to share decision making about patient care with other clinicians? Why/why not?
- Do you think it is important to share decision making about patient care with patients and their families? Why/why not?

C: PC-ACP Process (show clinician diagram and explain the process)

- What are your views on the proposed PC-ACP process?
- Are there advantages to using this process? If so, what are they?
- Are there disadvantages to using this process? If so, what are they?
- Do you see benefits for the patient in using this process? If so, what are they?
- Have you used/tried to use a process similar to this in the past? If so, what were your experiences?

D: Barriers and Enablers

- Did you experience (or anticipate) any barriers to applying the ideas from the PC-ACP process at Townsville Hospital?
- What made it (or would make it easier) to apply the ideas from the PC-ACP process at Townsville Hospital?
- Did you learn (or anticipate learning) anything new, interesting, useful or unexpected as a result of introduction of the PC-ACP process at Townsville Hospital?

E: Sustainability

- Do you believe that the PC-ACP process at Townsville Hospital is sustainable? Why/why not?

- Do you believe that training is required to implement the PC-ACP process at Townsville Hospital? If so, what sort of training and who should be trained?
- Was there any impact of implementation of the PC-ACP process at Townsville Hospital on your job satisfaction?
- Would you like to make any other comments about your experiences in relation to the PC-ACP process at Townsville Hospital?

F: Demographic Information

This information will not be linked to any participant's name. A number will be assigned as a code reference for analysis purposes.

1. Gender, Age (bracket)
2. Profession (Surgeon, Anaesthetist, Intensivist, Palliative Care, Other)
3. Your professional level at TTHS
4. Time since specialist qualification to practice in this field
5. Time in this organisation