### Interview Guide Baseline

<table>
<thead>
<tr>
<th>Key question</th>
<th>Concrete supplementary questions</th>
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| Please begin by telling me about the medical history of your heart disease starting from the first symptoms until this hospital stay. | - Have you ever been to a general practitioner/ cardiologist/ in a rehabilitation clinic before because of your heart disease?  
  - How was your disease diagnosed?  
  - Why are you currently in hospital? |
| Which positive and negative experiences have you made, concerning the care you have received? | - Can you think of any other positive or negative experience you have made with the hospital or office-based physicians?  
  - Was there anything you were particularly satisfied with?  
  - Was there anything you were unsatisfied with?  
  - Have you experienced any problems with the further processing of the treatment?  
  - How have you experienced talking with your physicians?  
  - How was a decision reached about what treatment you were to receive? |
| How would you describe the quality of your treatment?                         | - How satisfied are you with your treatment?  
  - Do you think that everyone in Germany is able to receive good treatment? Why do you think that is? |
| How do you manage your heart disease right now?                               | - What will happen next?  
  - What medical care do you expect to receive in the next months?  
  - What hopes do you have for your health in the future?  
  - Is there something else you would like to tell me? |

### Questions aimed at maintaining the conversational flow:

- Please tell me exactly how things went with…
- Could you perhaps give me a few more details?
- What happened next? / And after that?
- What else comes into your mind?
- What do you associate with …?
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<td>Please begin by telling me how the treatment of your heart disease has progressed after our last conversation.</td>
<td>- Which doctors have you seen meanwhile, e.g. general practitioner (GP)/ cardiologist? - Have you been in a rehabilitation clinic or do you attend a heart training group? - What exactly has been done by each of the physicians (GP, cardiologist, hospital, rehabilitation)? - Which tasks of medical care have been taken care of by which doctor? - Who prescribes you heart drugs?</td>
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<td>What positive and negative experiences have you made, concerning the treatment and care you have received?</td>
<td>- Can you think of any other experiences you have had with the GP/ cardiologist/ rehabilitation clinic? - Was there anything you were particularly satisfied or not satisfied with? - How does the cooperation between GP, specialists and the doctors at the hospital work? - Have you experienced any problems with the postoperative management and any further treatment after you have been discharged from hospital? - Have you had to actively arrange yourself to the further treatment? - Have you ever changed your GP or cardiologist and what have been the particular reasons?</td>
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<td>Last time we talked about your expectations of your medical care – to what extend were they fulfilled?</td>
<td>- Have your expectations changed during the course of treatment?</td>
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<td>What kind of influence does your heart disease have on your everyday life?</td>
<td>- What kind of heart disease/s do you have? - How far is your everyday life constrained by your heart disease, and which tasks can’t be managed by yourself anymore? - Who assists you in coping with the disease? - What do you personally contribute to a better health?</td>
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<td>What will happen next?</td>
<td>- What hopes do you have for your future health? - Is there something else you would like to tell me?</td>
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