

Appendix 1 Topic Guide Interviews

Coherence of the CEC	What is the process?	how participants who benefitted from CEC's activities perceive the CEC and whether they experienced the CEC as valuable to them and agreed about its usefulness and purpose.
Cognitive participation	Who performs the process?	whether participants saw the CEC as a legitimate part of their work and whether they supported it over time
Collective action	(How is the process performed?)	how the CEC was provided within the existing context, how the embedding and integration had proceeded, and what factors promoted or inhibited the work
Reflexive monitoring	(How is the process understood?)	how participants individually and collectively evaluate the CEC

Themes of the interview to Ward Managers

- A. Perception of the role of the CEC in the local context and reasons for implementing the CEC.
- B. Understanding of its own activity in support of the CEC.
- C. Understanding of strengths and weaknesses related to the service.
- D. Reflection on service utilization and perception of impact in the local context

Opening

Good morning, thank you for your time to participate in this study. Regarding the purpose of the research, do you have any questions or concerns that you would like to clarify?

-Would you like to tell me about your experience with the CEC?

Theme A – coherence:

- In your opinion, what is the role of the CEC within the Health Care Company of Reggio Emilia?
- How, in your opinion, it is different from other services and what is its specificity?
- What is the goal of the CEC and how does it act in the local context?
- Are there any motivations that led you to support/promote this service?

Theme B – cognitive participation

- How do you help promote to this service?
- What do you think about the value of a service like the CEC to your work and to your colleagues?

Theme C – collective action

- Thinking about the activities carried out by the CEC, how have they been integrated into the local context?

-Are there any limitations (organizational? Internal? External to the service? Economic?) that you perceive with respect to the CEC? If so, which ones?

-Have there been any potentialities with respect to the service that has been implemented? If yes, which ones?

Theme D – reflexive monitoring

-In light of what has been done in these 16 months, how do you evaluate the implemented service?

- In what ways could the ECC be improved?

Conclusion

Compared to what was covered in this interview, do you have any additional thoughts, examples, comments to share? Are there any important things that did not come up during the interview?

Closing

Thank you very much for your availability. I would like to ask you if I can contact you again if, there are points to deepen.

Themes of the interview to CEC's members

- A. Perception of the role of the CEC in the local context and reasons for being a member of the CEC.
- B. Understanding of its own activity in support of the CEC.
- C. Understanding of strengths and weaknesses related to the service.
- D. Reflection on service utilization and perception of impact in the local context

Opening

Good morning, thank you for your time to participate in this study. Regarding the purpose of the research, do you have any questions or concerns that you would like to clarify?

-Would you like to tell me about your experience with the CEC?

Theme A – coherence

-In your opinion, what is the role of the ECC within the Company?

-How, in your opinion, is it different from other promoted services and what is its specificity?

-What is the goal of the CEC and how does it act in the local context?

-What are the motivations that led you to take part in this service?

Theme B – cognitive participation

-What does your work involve in this service?

-What do you think about the value of a service like CEC to your work and your colleagues?

Theme C – collective action

-Thinking about the activities carried out by the CEC, how have they been integrated into the local context?

-Are there any limitations (organizational? Internal? External to the service? Economic?) that you perceive with respect to the CEC? If so, which ones?

-Have there been any potentialities with respect to the service that has been implemented? If yes, which ones?

Theme D – reflexive monitoring

-In light of what has been done in these 16 months, how do you evaluate the implemented service?

- In what ways could the ECC be improved?

Conclusion

Compared to what was covered in this interview, do you have any additional thoughts, examples, comments to share? Are there any important things that did not come up during the interview?

Closing

Thank you very much for your availability. I would like to ask you if I can contact you again if, there are points to deepen.

Themes of the interview to Health care professionals who required ethics consultation by the CEC.

- A. Reasons and factors for requiring ethics consultation to the CEC.
- B. Evaluation of its own experience in terms of: perceived support, impact in its own on clinical case, impact on the daily experience;
- C. Evaluation of the CEC activities in terms of: access, satisfaction with the service; strengths, critical aspects related to counselling, clarity and comprehensibility of response, availability.
- D. Suggestions and overall opinion of the CEC.

Opening

Good morning, thank you for your time to participate in this study. Regarding the purpose of the research, do you have any questions or concerns that you would like to clarify?

Theme A - coherence

1. Would you like to tell me how you learned about CEC?
2. Would you like to tell me about the case that prompted you to contact the CEC?
3. What were the reasons that convinced you to contact the CEC?

Theme B – cognitive participation

1. Considering the case you mentioned, did you feel supported in approaching the CEC? If so, in what way?
2. What impact did the CEC's advice had on the case?
3. What differences did you perceive in your daily clinical practice after the CEC's involvement?

Theme C – collective action

1. How do you evaluate your experience with the counselling service offered by the CEC? Was it easy to access?
2. What do you see as the strengths of this service?
3. What do you think are the critical aspects of this service?

Theme D – reflexive monitoring

1. What do you take home from this experience?
2. What is your overall evaluation of the CEC?

Conclusion

Compared to what was covered in this interview, do you have any additional thoughts, examples, comments to share? Are there any important things that did not come up during the interview?

Closing

Thank you very much for your availability. I would like to ask you if I can contact you again if, there are points to deepen.