

Supplemental Digital Appendix 1

Selected Questions from the Interview Guide Used in a Qualitative Study of Shame Experiences in 12 Residents at a Single U.S. Internal Medicine Residency Program, 2017

Interview questions about the specific shame experience from the resident's written reflection

Interviewer: "In your written narrative reflection, you described [insert brief summary of situation(s) described]. I would like to ask some questions to better understand this situation and your feelings."

- In this situation, why did you feel deficient, flawed, or unworthy?
- What specifically did you feel was deficient or flawed about yourself?
- How did you physically feel as a result of feeling flawed/deficient/unworthy? In other words, what physical reactions did you experience?
- What actions did you take or want to take as a result of feeling flawed/deficient/unworthy?
- How long did the overall feeling of being deficient, flawed, or unworthy last?
- What were the outcomes or effects of feeling flawed/deficient/unworthy?
- Is there anything else that is important about this situation that you would like to tell me?

Approximately halfway through the interview, the interviewer provides a definition of shame as informed by the psychology literature, inquires whether the experience(s) discussed thus far are consistent with shame, and provides clarification as necessary.

Interview questions about general shame experiences

Interviewer: "Having introduced shame as a term, I'd like to talk a little more about any other experiences you may have had with shame."

- Other than the situation you described, what other shame reactions have you experienced as a medical learner, if any?
- What other types of events, actions, or experiences cause you to feel shame?
- How often do you think you feel shame? In other words, how often do you feel deficient/unworthy/flawed?
- What, if anything, do you do if/when you experience shame? In other words, what actions do you take (or want to take) in response to your feelings?
- What effect(s) and/or outcomes(s) do these shame experiences have on you?

- How do these feelings change your approach to your education? To your approach to patient care? To your approach to the learning environment?
- How do these feelings change the way you view yourself as a physician-in-training, if at all?
- How do these feelings change the way you view yourself as a whole person, if at all? In other words, how have these feelings impacted the way you view yourself outside of the hospital?

Interview questions about identity—goal congruence, attributions, and self-evaluation

Interviewer: “I would like to better understand the thought processes and influences that may have led to the emotions you experienced as a result of the situation you described.”

- What were your goals and expectations for yourself in the situation you described? In other words, how would your “ideal” self have acted?
- From where did these goals and standards arise? In other words, who or what influences the goals and standards you’ve set for yourself?
 - Where did they come from?
 - When did they arise?
 - How reasonable and/or achievable are these standards?
 - Do you hold other people to the same standard? Why or why not?
- How often do you evaluate yourself as a resident in general?
 - What influences the way you evaluate yourself? In other words, what influences whether you are hard on yourself or kind to yourself?
- Are there any specific environmental influences, either at or outside of work, that influence your tendency to feel shame or directly cause you to feel shame?
 - If yes, can you describe those influences to me?
 - If no, can you think of any environmental influences that may cause others (i.e., other students, residents, or others) to feel shame?