

## Supplemental Digital Appendix 1

### Interview Guide Used to Evaluate the University of California, San Francisco, Internal Medicine Residency Design Thinking Program

What might we build into our program to support well-being in residency?

**Assignment:** Conduct 2-3 interviews to understand other perspectives on well-being in residency. Talk to at least 1 person in each of the following groups:

- A resident who is not participating in the design thinking project
- A friend or family member of a resident (preferably not your own family member)

#### **Interview guidelines**

1. **Introduction:** describe that you are working on a project to improve well-being in residency.
2. **Delve into stories:** After finding out a little bit about how the day has been, ask a conversation-starter. If there is a topic that comes up, go with it! If one doesn't naturally arise from your initial interaction, here are some ideas (choose only one probe per interview):

**Probes for residents** (“you” is the resident):

If you use this probe...	Here are some follow-up questions...
Tell me about a time you wanted to quit (does not have to be related to medical training).	What was the specific situation? What was happening around that time? Why did you ultimately quit or not quit? How did it feel to consider quitting?
Tell me about the last time you were really proud to be a doctor.	What happened that day? Who else did you interact with? What things were said or done?
Tell me about a time you questioned whether you wanted to be a doctor.	What happened that day? Who else did you interact with? What things were said or done?
Tell me about a time you did something for yourself.	What did you do? Were there other people involved? What else was happening in your work/life at the time?

**Probes for friends or family** (“you” is the family member or friend and “X” is the resident they know):

If you use this probe...	Here are some follow-up questions...
Tell me the craziest/funniest story X has told you since starting residency.	Why did you choose that story? What else was happening around that time? What did you think when X told you that story?
Tell me about a time that X couldn't be with you due to work.	Follow up with questions about: What was happening in your life at the time? Why did that story come to mind for you? What was X doing at that time?
Tell me about a time you appreciated X's work as a doctor.	What was X doing at the time? Why did you particularly appreciate X's work then?
Tell me about the last time X was able to spend a day off with you.	Why did you both decide to do that? What else was going on at the time? What did you most value about that time?

#### **Tips:**

- Use open-ended questions to focus on experience, emotions, and reactions rather than logistics.
- Ask “why” and delve deeper if a topic comes up you want to explore.
- Write down direct quotes and notes while you're listening.

Supplemental digital content for Thomas LR, Nguyen R, Teherani A, Lucey CR, Harleman E. Designing well-being: Using design thinking to engage residents in developing well-being interventions. Acad Med.

**3. Unpack it!** Use the “Unpacking sheet” to write down your reactions, ideally the same day or the next day before you forgot all of the amazing information you just learned.