

Supplemental Digital Appendix 1

Year 1 Interview Guide

Thank you for participating in this interview. We appreciate your time and willingness to share your thoughts and experiences. The purpose of this study is to better understand what you are doing as a coach, the relationships and interactions you have with other coaches, and how those relationships may or may not influence your coaching or other work as a clinician or educator. This is not meant to be for program feedback, evaluation or improvement.

There are three main sections to this interview: your practice of coaching, your interaction with other coaches, and lastly how being a coach has influenced your professional development. Please be specific in your answers and base your answers on your experience as a coach in the UCSF Bridges coaching program. I would like to record this interview and have it transcribed. Your name and any identifying information will be removed from the transcript and will not be used during the analysis. Do you have any questions?

Before I turn on the recorder, I would like to ask you a few demographic questions.

- 1) Gender
- 2) Health System
- 3) Coaching day
- 4) Rank (Assistant, Associate, Professor)
- 5) Years on faculty at UCSF
- 6) Department

[TURN ON RECORDER]

This is an interview by (interviewer) with (study ID). Today is (date).

1) PRACTICE OF COACHING. The first set of questions will focus on your practice as a coach.

- a. In your own perspective, what does it mean to you to be a coach?
 - i. How did you identify these roles as a coach?
 - ii. What has helped shape or inform how you perform these roles?
 - iii. What do you do as a coach?
 - iv. Can you describe an example of a time you felt you best helped your student as a coach?
- b. Could you tell me about some of the positive experiences as part of the coaching program, outside of your relationship with students?
 - i. Did you talk to any other coaches about this?
- c. Could you tell me a few challenges you have encountered in your coaching role this year?
 - i. Did you talk to any other coaches about this?
- d. What is your long-term vision for how your coaching role will evolve with your students over time?

- 2) INTERACTIONS WITH OTHER COACHES. Now, we will move onto our second set of questions about how you interact with other coaches.
- a. Without naming individual coaches, who are some of the coaches with whom you feel most connected? (*probe: who, why, how often, what do you discuss?*)
 - b. Are there other coaches who you communicate with on a regular basis? (*probe: who, why, how often, what do you discuss?*)
 - c. Who do you ask when you have a question about any aspect of your coaching role? (*probe: can you give an example or two?*)
 - d. Now, we will move on to discuss some of the structured coaching meetings that you have. First, please tell me about your experience with the weekly meetings on your coaching day?
 - i. How, if at all, have these sessions been helpful to your development as a coach?
 - ii. What types of conversations do you have with other coaches at these meetings?
 - e. Now, please tell me about your experience with the monthly system-based meetings?
 - i. How, if at all, have these sessions been helpful to your development as a coach?
 - ii. What types of conversations do you have with other coaches at these meetings?
 - iii. *If not able to participate or have negative/neutral feelings: Was there anything that prevented you from attending these meetings?*
 - f. Please describe your experience with the all-coach faculty meetings?
 - i. How, if at all, have these sessions been helpful to your development as a coach?
 - ii. What types of conversations do you have with other coaches at these meetings?
 - iii. *If not able to participate or have negative/neutral feelings: Was there anything that prevented you from attending these meetings?*
 - g. Would you say that you feel like there has been development of a coaching community?
 - i. What does it mean to you to belong to a coaching community?
 - ii. What are/would be the benefits of a coaching community? How does/would this help you in your coaching role?
 - iii. What factors have facilitated the formation of this community?
 - iv. Are there things you think could be done to strengthen or help in the formation of a coaching community?
 - h. How, if at all, has your relationship with other coaches changed over the course of the year?
 - i. In what ways, if any, have your interactions with other coaches changed the way you coach students?

Supplemental digital content for Sheu L, Hauer KE, Schreiner K, van Schaik SM, Chang A, O'Brien BC. "A Friendly Place to Grow as an Educator": A Qualitative Study of Community and Relationships Among Medical Student Coaches. Acad Med.

- 3) **PROFESSIONAL DEVELOPMENT/NEW COACHES.** In our last set of questions, I would like to ask you to consider the impact being a coach has had on your own professional development, as well as the next cohort of coaches that will be joining.
- a. How has adding a coach role to your overall job impacted your work as a *clinician*?
 - b. How has adding a coach role to your overall job impacted your work as an *educator*?

Thank you for your time. Are there any last thoughts about coaching or your coaching community that you would like to share?

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Supplemental Digital Appendix 2

Year 2 Interview Guide

Thank you for participating in this interview. We appreciate your time and willingness to share your thoughts and experiences. The purpose of this study is to better understand what you are doing as a coach, the relationships and interactions you have with other coaches, and how those relationships may or may not influence your coaching or other work as a clinician or educator.

There are 4 main sections to this interview, generally about your interactions with other coaches and how being a coach has influenced your professional development. Please be specific in your answers and base your answers on your experience as a coach in the UCSF Bridges coaching program. I would like to record this interview and have it transcribed. Your name and any identifying information will be removed from the transcript and will not be used during the analysis. Do you have any questions?

Before I turn on the recorder, I would like to ask you a few demographic questions.

- 1) Gender
- 2) Health System
- 3) Coaching day
- 4) Coaching cohort (1 or 2)
- 5) Rank (Assistant, Associate, Professor)
- 6) Years on faculty at UCSF
- 7) Department

[TURN ON RECORDER]

This is an interview by (interviewer) with (study ID). Today is (date).

- 1) **RELATIONSHIP WITH OTHER COACHES.** First, we would like to gain a general understanding of your interactions and relationships with other coaches.
 - a. First, please describe your relationship with other coaches.
 - i. Without naming individual coaches, who are some of the coaches with whom you feel most connected?
 - ii. Are there other coaches who you communicate with on a regular basis?
 - b. How, if at all, has your relationship with other coaches changed over the course of the year (or 2 years, for blue)?
 - i. Probe about specific coaches/relationships
 - ii. Probe about the content of the interactions
 - c. **COHORT 1 COACHES ONLY:** Please tell me how, if at all, you've interacted with cohort 2 coaches.
 - i. Probe: What was the purpose / nature of these interactions?
 - d. **COHORT 2 COACHES ONLY:** Please tell me how, if at all, you've interacted with cohort 1 coaches.

- i. Probe: How have these interactions with cohort 1 coaches helped in your development as a coach?
 - e. Who do you ask when you have a question about any aspect of your coaching role?
 - f. Please describe your interactions with the coaching leadership?
 - g. How, if at all, has your relationship with coaching leadership or educational leadership more broadly changed over the course of the year (or 2 years, for blue)?
- 2) COACH MEETINGS. Now, I will move onto our second set of questions about coach meetings that you have participated in.
 - a. What structured coach meetings or faculty development sessions you have participated in this year?
 - b. I'd like to ask you more about each of these meetings. First, I would like to focus on your system-based coach meetings. Please describe your site-based meetings and what are they like.
 - i. How have these sessions shaped your experience as a coach?
 - ii. Which coaches have you found yourself to interact with most during these meetings? What types of conversations do you have?
 - c. Now, I would like to ask you more about the faculty development days (all coach days). Please describe what these meetings/days are like.
 - i. How have these sessions shaped your experience as a coach?
 - ii. Which coaches have you found yourself to interact with most during these meetings? What types of conversations do you have?
 - d. Lastly, I would like to ask about your interactions with coaches on your coaching day. Please describe what opportunities you have to interact with coaches on your coaching day.
 - i. How have these sessions shaped your experience as a coach?
 - ii. Which coaches have you found yourself to interact with most during these meetings? What types of conversations do you have? Beyond the formal opportunities to interact with coaches at coach meetings, are there other ways you interact? (then probe: why and what enables this?)
- 3) COACHING COMMUNITY:
 - a. When people do the same type of work, it may feel like they have developed a community. To what extent would you say there is a coaching community at UCSF?
 - i. How would you define this community?
 - ii. Do you feel like you are a part of this community? What does it mean to you to belong to a coaching community?
 - iii. What are/would be the benefits of a coaching community for you? How does/would this help you in your coaching role? In your faculty role?
 - iv. What factors have facilitated the formation of this community?
 - v. What have been barriers to formation of a community?

- vi. COHORT 1 COACHES: How, if at all, has your sense of community among coaches changed from the first year to now?
 - vii. Are there different layers to this community?
- 4) PROFESSIONAL DEVELOPMENT/NEW COACHES. In our last set of questions, I would like to ask you to consider the impact being a coach has had on your own professional development.
- a. How has being a coach impacted your work as a *clinician*?
 - b. How has being a coach impacted your work as an *educator*?
 - c. How has being a coach affected your professional development and identity?
 - d. How has being a coach affected how connected you feel to your department, the school of medicine, or the health system?
 - e. How has being a coach impacted your job satisfaction overall?

Thank you for your time. Are there any last thoughts about coaching or your coaching community that you would like to share?

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Supplemental Digital Appendix 3

Coach Meeting Observation Template

1. Health System, date and location of meeting
2. Meeting start time
3. Meeting end time
4. Total coaches in system, broken down by cohort 1 and cohort 2
5. Total meeting attendees, broken down by cohort 1 and cohort 2, in-person and by phone
6. Layout of the room (figure, where people are sitting)
7. Synthesis (overall summary)
 - a. Content of meeting
 - b. Participation of coaches
 - c. Community feel
 - d. Overall impressions
8. Detailed account of meeting (play-by-play), including: agenda items, who is talking to whom (e.g. leader/facilitator vs. coach), level of engagement (e.g. if participants are on their phone or computer)