

Supplemental Digital Appendix 1

Trigger Questions^a for Interviews With Continuity Clinic Preceptors^b and Residents,^c Internal Medicine Residency Program, Department of Medicine, Brigham and Women's Hospital, September 2017–May 2018^d

Data collection phase	Sample prompts
Debriefing with faculty participants after the feedback conversation	<p>How do you think that went? - general icebreaker</p> <p>Goals:</p> <p>Did you have specific goals for the conversation?</p> <p>Were you able to achieve your goals?</p> <p>If yes, what strategies did you use that were effective?</p> <p>If no, what strategies do you think were not effective?</p> <p>Language: Reflecting on the language you used during the conversation:</p> <p>Did you consciously select certain words to use?</p> <p>Why?</p> <p>What would you continue to do the same?</p> <p>What might you do differently?</p> <p>Feedback recipient</p> <p>Do you think the resident interpreted what you said accurately? - probe why or why not?</p> <p>Bidirectional feedback</p> <p>Did you invite feedback from the resident?</p> <p>Why?</p> <p>Why not?</p>
Debriefing with resident participants after the feedback conversation	<p>How do you think that went? - general icebreaker</p> <p>Learning goals:</p> <p>Did you have specific goals or things you wanted to discuss for this conversation?</p> <p>Were you able to share these goals with the attending- probe feedback seeking?</p> <p>Why?</p> <p>Why not?</p> <p>Overall reflections on the feedback</p> <p>What did you think about the feedback provided?</p> <p>Was it:</p> <p>Based on your learning goals?</p> <p>Credible?</p> <p>Acceptable?</p> <p>Emotions</p> <p>How did the feedback make you feel?</p> <p>Why did it make you feel that way?</p> <p>If negative emotion- Do you have suggestions to avoid making you feel that way in the future?</p>

	<p>If positive emotion- Do you have suggestions for attendings to continue to tap into that emotion?</p> <p>Action Plans</p> <p>Do you think this feedback helped you in making plans to change future performance?</p> <p>What factors of your conversation may have facilitated mutual agreement on action plans?</p> <p>What factors of your conversation may have hindered mutual agreement on action plans?</p> <p>Bidirectional feedback</p> <p>Did you consider giving feedback to the attending?</p> <p>Why?</p> <p>Why not?</p> <p>Do you feel that you are able to provide feedback to the attending?</p> <p>Why?</p> <p>Why not?</p>
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^aThis is a sample list of interview trigger questions and not all of the questions were used. Further questions were posed based on responses if clarifications or further elaborations were needed. Further questions were not used if participants spontaneously expressed opinions or reflected on topics that were related to the study questions.

^bGeneral internists who served as resident continuity clinic preceptors.

^cInternal medicine residents with longitudinal relationships in continuity clinic

^dIn a qualitative study exploring resident and faculty perspectives on what constitutes effective and ineffective behaviors and strategies during feedback conversations, and what behaviors could influence feedback seeking, acceptance and incorporation of feedback.