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## Appendix A – Radial nerve injury interview guide

[Opening statement]: Thank you for agreeing to participate. As you know radial nerve injuries can be life-changing events that effect patients in many different ways.

### Base knowledge and tone setting

1. Tell me about your injury in particular.
  - a. *Goal:* To develop rapport and a baseline understanding of their injury.
  - b. *Probe 1:* How does it affect you in your day-to-day life?
2. When did you decide to see a doctor about your nerve injury?
  - a. *Probe 1:* What made you decide to see a doctor about it?
  - b. *Probe 2:* Tell me about the doctors you saw before seeing a nerve surgeon at Washington University.
  - c. *Probe 3:* What was your experience interacting with different providers?
3. What worried you the most about your injury?
  - a. *Probe 1:* What did your arm look like?
  - b. *Probe 2:* What effect did your injury have on work?
  - c. *Probe 3:* What effect did your injury have on relationships with friends and family?

### Information sources

1. At what point did you start learning about nerves?
2. How did you learn about radial nerve injuries?
3. What sources of information did you look to for better understanding radial nerve injuries and their treatment? Name as many as you can that come to mind that you tried – even if they didn't provide much information.
  - a. *Goal:* To directly ask about information sources.
  - b. *Probe 1:* Did you look anything up on the Internet?
    - i. *Probe 1a:* What was helpful about looking it up on the Internet?
    - ii. *Probe 1b:* What was confusing about looking it up on the Internet?
  - c. *Probe 2:* Did you try to find any online forums or social media web pages?
    - i. *Probe 2a:* What was helpful about using social media or online forums?
    - ii. *Probe 2b:* What was confusing about using social media or online forums?
  - d. *Probe 3:* Did you seek out opinions from other doctors before or after seeing your surgeon?
  - e. *Probe 4:* Did you reach out to family or friends for their opinion?
  - f. *Probe 5:* Did you receive any educational materials, like booklets or pamphlets?
4. Tell me about your relationship with the surgeon you saw for your radial nerve injury.
  - a. *Goal:* To assess trust in healthcare team.
  - b. *Probe 1:* Tell me about the first time you met them.
  - c. *Probe 2:* What was the rest of your surgeon's team like?
  - d. *Probe 3:* How did your hand therapist (physical therapist or occupational therapist) help provide information for your treatment?
5. How did well were the risks and benefits of different types of treatment explained to you?

- a. *Goal:* To determine the participant's satisfaction and content of communication with
  - b. *Probe 1:* What do you remember them telling you? Any certain phrases stick out?
  - c. *Probe 2:* What was communication like as time went on?
  - d. *Probe 3:* What would have made that explanation better?
6. How did the doctor or the rest of the medical team explain the recovery process?
7. It was probably a lot of information all at once. How did you process this information?
  - a. *Goal:* Understand the participant's strategy for handling information.
  - b. *Probe 1:* What kinds of things did you do to help you decide on treatment?
  - c. *Probe 2:* How would you recommend other people with radial nerve injuries go about exploring their treatment options?
8. What kinds of things did you do to make sure you remembered everything the surgeon said?
  - a. *Goal:* To identify strategies for retaining complex information.
  - b. *Probe 1:* Did someone accompany you to your doctor's visit then or have they since?
  - c. *Probe 2:* Did anyone who accompanied you help you take notes or ask questions?
  - d. *Probe 3:* What did you do to make sure you were asking the surgeon specific questions?
9. Looking at all the sources of information, how much would you say each source of information helped you decide on the treatment you chose?
  - a. *Probe 1:* If you could give a percentage to each source of information based on how much you used it, how would it break down?
10. Can you tell me a little bit about your understanding of what the radial nerve is and what it does?
  - a. *Goal:* Establish baseline understanding of the injury and biology surrounding nerve injury.
  - b. *Probe 1:* What kinds of movements does the radial nerve allow people to do?
  - c. *Probe 2:* What parts of body does the radial nerve control your sense of touch for?
  - d. *Probe 3:* What did you know about nerves and nerve injuries before your own injury?

#### Wrap up and expectations

1. Was there anything in the recovery process that you weren't expecting or told about?
2. What made you decide on the treatment you chose?
  - a. *Probe 1:* What are the advantages of the treatment you received over the other options?
  - b. *Probe 2:* What are the disadvantages of the treatment you received compared to the other options?
3. For you, what did/do you expect from the treatment of your radial nerve injury?
  - a. *Probe 1:* What did your surgeon or the rest of the healthcare team say to expect?
  - b. *Probe 2:* Did your expectations change while you were going through recovery?
4. How satisfied are you by your choice of treatment?
5. What would be/would have been the least amount of improvement that you would be/would have been satisfied with?
6. In hindsight, is there anything you wish you had known before deciding on your treatment?
  - a. *Probe 1:* Is there anything you wish you had known?
7. How long did/do you think your recovery would take?
8. (*Post-treatment only*) How long did your recovery take?
9. (*Post-treatment only*) Did the treatment meet your expectations?
  - a. If yes
    - i. *Probe 1y:* Was there any point where you had doubts in the treatment's ability to meet your expectations? If so, when? What kinds of thoughts did you have?
    - ii. *Probe 2y:* Is there anything you would have done differently? If so, what?

- iii. *Probe 3y*: Is there anything your healthcare team could have done differently? If so, what?
  - b. If no
    - i. *Probe 1n*: Tell me more about how they're different.
    - ii. *Probe 2n*: What would you have done differently?
    - iii. *Probe 3n*: What could your healthcare team have done differently?
- 10. Has this injury, treatment or recovery changed how you view yourself? If so, how?
  - a. *Probe 1*: How is it different than before your injury?
- 11. What do you feel gives you purpose in life?
- 12. What does it mean to "get better?"
  - a. *Probe 1*: How would you have answered that question differently before you were injured?
  - b. *Probe 2 (post-treatment only)*: How would you have answered that question differently right after you were injured?