

Online Supplementary Material

Scott JG, Cohen D, DiCicco-Bloom B, Miller WL, Stange KC, Crabtree BF. Understanding healing relationships in primary care. *Ann Fam Med*. 2008;6(4):315-322.

<http://www.annfammed.org/cgi/content/full/6/4/315/DC1>

Supplemental Appendix 1. Patient Interview Guide

Introduction

Before we get started, I would like to get to know a little bit about you. Tell me a little bit about your background (ask about the following if not volunteered by subject).

- Age
- Education
- Occupation
- Family history (status of parents, siblings, spouse, significant other, children)
- Health history (list chronic diseases, health problems)

Grand Tour Questions

1. Looking back over your life from childhood to the present, I'd like you to tell me about your experience with illness and suffering and about any process of healing that you may have experienced.

- Could you describe for me things that were important in helping the healing process take place?
Could you talk about things that might have hindered the process?
- How has this experience changed your life?

Areas to check off or prompt.

- Physical
- Psychological
- Spiritual

- If other people were involved in this experience, could you tell me how they helped or hindered the healing process?

2. Could you describe for me your experience of what it is like to be a patient of Dr. _____?

- Could you describe for me how your relationship with Dr. _____ has developed over time?
- Could you describe for me how Dr. _____ has helped or hindered your healing process?

3. What advice would you give doctors to help them be healers to suffering patients?

What advice would you give patients suffering from illness to help them heal?

Probes

- Could you give me an example of that?
- Do you remember how that made you feel?
- What did that do for you?
- Could you elaborate more on that?
- Can you tell me what you are thinking about?

Demographic Data

Ask for the following information if the subject has not volunteered it in the interview so far: "There are a few other questions I need to ask you that we haven't covered so far."

- What race and ethnic background do you consider yourself to belong to?
- Spiritual history (religion, religiosity, beliefs, spiritual practices)

Supplemental Appendix 2. Physician Interview Guide

Introduction

Before we get started, I would like to get to know a little bit about you. Could you tell me a bit about your background (ask about the following if not volunteered by subject).

- Age
- Education
- Medical school history
- Residency history
- Practice history (how long in practice, how long at this location, other practice locations)
- Family history (status of parents, siblings, spouse, significant other, children)
- Health history (list chronic diseases, health problems)

Could you tell me about experiences that you or your family have had with illness and healing?

Grand Tour Questions

1. Looking back over your medical career, from medical school to present, I'd like to hear about times when you have felt that you have helped patients heal from illness and suffering.

- Could you describe for me things that were important in helping the healing process in your patients take place? Could you talk about things that might have hindered the process?
- How have patient's healing experiences changed your life?

Areas to check off or prompt

- Physical
- Psychological
- Spiritual

2. Tell me about how your entire office helps or hinders with patient's healing.

3. (Repeat for each of the 4 patients interviewed)

- Could you tell me the story of your relationship with Ms./Mr. _____?
- Could you describe for me how you helped or hindered the healing process?
- Could you describe for me how Ms./Mr. _____ helped or hindered his/her healing process
- If other people were involved in this experience for Ms./Mr. _____, could you tell me how they helped or hindered the healing process?

4. What advice would you give to other doctors to help them be healers to suffering patients?

What advice would you give patients suffering from illness to help them heal?

Probes

- Could you give me an example of that?
- Do you remember how that made you feel?
- What did that do for you?
- Could you elaborate more on that?
- Can you tell me what you are thinking about?

Demographic Data

Ask for the following information if the subject has not volunteered it in the interview so far: "There are a few other questions I need to ask you that we haven't covered so far."

- What race and ethnic background do you consider yourself to belong to?
- Spiritual history (religion, religiosity, beliefs, spiritual practices)