

Supplemental: Staff Interview Guide

Thank you for taking the time to talk with me today. As you know, we are conducting this study to learn about your experience caring for nursing home residents with advanced dementia during the Covid-19 pandemic. Do I have your permission to record our interview?

Care Processes

Please tell me about the experience of COVID-19 in your NH.

What has it been like to care for residents with advanced dementia (AD) during the pandemic?

What has been the experience testing residents with AD for COVID-19?

How have COVID-19 positive residents with AD been managed?

What has been done to maintain connection between AD residents and families?

What could make life better?

Decision-Making Processes

During the pandemic...

How have you addressed advance care planning for residents with AD?

Tell me about how decisions to transfer residents with AD to the hospital were made.

What was communication like between you and resident proxies/families around these decisions?

- Must be so hard to communicate when u are not seeing them face to face, what do you think would be helpful?
- What could be done to improve communication between you and resident families?
- What do you wish was different?

Organizational Resources

What is your perspective on the how the NH has handled the pandemic overall?

What challenges have you faced with staffing as a result of COVID-19?

- How have you managed these challenges?

What challenges have you faced related to supplies and personal protective equipment?

- How have these challenges influenced your ability to care for residents with AD?

Tell me your thoughts about the Covid-19 vaccine?

- Tell me about your facility's Covid-19 vaccination roll out plan?
- What has been your experience vaccinating your staff and residents?

- Have you had any feedback from staff and resident (and/or proxies) concerning the Covid-19 vaccine?

Personal Experience

How has COVID-19 affected you and your family?

What concerns did you have for your personal safety?

- How does this influence your ability to care for residents with AD?

How have you been dealing with stress related to caring for residents during this time?

I would imagine that caring for dying residents have been difficult. What has it been like for you?

- How have you coped?
- What might help you?

If you were to give advice to other healthcare providers in similar circumstances, what advice would you give them?

Thank you for taking time to talk with me. Your insights were very helpful. Please give me your address, and I will mail you a gift card.

Supplemental: Proxy Interview Guide

Thank you for taking the time to talk with me today. As you know, we are conducting this study to learn about your experience being a decision maker for a nursing home resident with advanced dementia during the Covid-19 pandemic. Do I have your permission to record our interview?

Connecting with resident

How have been able to connect with [resident] during the COVID-19 pandemic?

I cannot imagine what it must be like to have family in the nursing home at this time during the pandemic, what has that been like for you?

- What has been the most difficult aspect?
- What do you worry about the most?

Nursing Home Response

How do you view the NH's response to the crisis?

- What went well?
- What did not go well?

Tell me about whether you feel [resident] got the care he/she needed during this time?

Communication

What was communication like between you and the NH administration during COVID-19?

What was communication about [resident's] care like between you and the front-line NH care providers (e.g. the doctors and nurses) during COVID-19?

What do you think could be done to improve communications between you and staff?

Decision Making, Advance Care Planning and Hospital Transfer

What has it been like for you to be a decision maker for [resident] during COVID-19?

Tell me about decisions you made for [resident] during this time. (Probe: hospital transfer and intubation, vaccinations)

Tell me about conversations you had with the [resident's] care providers about the type of care [resident] should receive during COVID-19? (Probe: hospital transfer, intubation, and vaccinations; were these discussions were part of advance care planning or only when acute conditions arose?)

To what extent did you feel you had enough information to make these decisions?

Personal Impact

How has COVID-19 affected you and your family?

What has been the most difficult aspects of the pandemic for you?

What has helped you the most during this time?

If you were to give advice to other decision makers in similar circumstances, what advice would you give?

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