**Appendix A – Interview Questions**

**In-depth interview (Initial Questions Interviews 1-4)**

1. The following questions are about the most recent treatment/care program that you participated in.
2. When you entered the program, how ready were you to make changes? (Recovery Model, Person-Centered)
3. In what ways, would you say the staff respected your readiness for change? (Recovery Model, Person-Centered)
4. How were the goals created? (Person-Centered, Therapeutic Alliance, Shared Decision-Making)
5. How were your groups and classes selected? (Person-Centered, Therapeutic Alliance, Shared Decision-Making)
6. At which point(s) during your care did the staff ask about your needs? (Recovery Model, Person-Centered)
   1. How were your needs incorporated into your care?
7. At which point during your care did the staff ask about your care preferences? (Recovery Model, Person-Centered)
   1. How were your preferences incorporated into your care?
8. In what ways would you say your cultural values were incorporated into your care? (Recovery Model)
9. How involved in making decisions about your care were you? (Shared Decision-Making)
10. How involved did you want to be in making decisions about your care? (Shared Decision-Making)
11. Please describe your relationship with the counseling staff. (Person-Centered, Therapeutic Alliance, Recovery Model)
    1. In what ways did this affect your care?
12. Please describe how hopeful you felt about your situation improving while you were in care/treatment. (Recovery Model)
13. In what ways did staff show they were hopeful for you during your care? (Recovery Model)
14. How confident did you feel with yourself during your care? (Recovery Model)
15. In what ways did staff show they were confident in you during your care? (Recovery Model)
16. In what ways did staff include your support systems (family, church, community, etc.)? (Recovery Model)
17. In what ways did the staff include you in the evaluation or improvement of the program? (Examples, committees, forums, town halls, focus groups, feedback questionnaires, etc.). (Person/Patient Participation)
18. In what ways would you have wanted to participate in evaluating or improving the program? (Person/Patient Participation)
19. What was the outcome of your care?
20. How did this compare to what you expected?
21. How did this compare to what the staff expected?
22. What contributed to that outcome?
23. What has been your experience with lapse or relapse since you finished the program?
24. **Wrap Up**
25. If you could make any recommendation for improving the program you completed most recently, what would it be?
26. Is there anything else that you think I should know about your last or most recent care/treatment program?

**In-depth Interview (Reconstructed Questions Interviews 5-12)**

A. The following questions are about the most recent treatment/care program that you participated in.

1. When you entered the program, how ready were you to make changes? (Recovery Model, Person-Centered)
2. In what ways would you say the staff respected your readiness for change? (Recovery Model, Person-Centered)
3. How were the goals created? (Person-Centered, Therapeutic Alliance, Shared Decision-Making)

What were your goals **(Added after interview #1, if not included in response)**

1. How were your groups and classes selected? (Person-Centered, Therapeutic Alliance, Shared Decision-Making)
2. At which point(s) during your care did the staff ask about your needs? (Recovery Model, Person-Centered)

How were your needs incorporated into your care?

1. At which point during your care did the staff ask about your care preferences? (Recovery Model, Person-Centered)

How were your preferences incorporated into your care?

1. In wat ways would you say your cultural values were incorporated into your care? (Recovery Model)
2. How involved in making decisions about your care were you? (Shared Decision-Making)
3. How involved did you want to be in making decisions about your care? (Shared Decision-Making) – **Probed more deeply as subjects discussed varying interest in participating)**
4. Please describe your relationship with the counseling staff. (Person-Centered, Therapeutic Alliance, Recovery Model)

In what ways did this affect your care?

**The following added for interviews 5-12, based on coded data interviews 1-4**

11. When staff were the best, or really helpful, what made them helpful? (Org trauma, burnout, vicarious trauma)

When staff were not so great, or the least helpful, what made them unhelpful?

12. What stories did staff share, horror stories, or statistics about the outcome of addiction? (Org trauma, burnout, vicarious trauma)

How about other bad outcomes? (Getting to context of this sharing)

13. Did staff ever seem worried for you? (Vicarious trauma)

What do you think worried them?

14. Did you ever witness conflict between staff? (Org trauma, burnout, vicarious trauma)

(If so) What happened? How were you affected? Safety issues?

15. In what ways did staff seem stressed or overwhelmed? (Org trauma, burnout, vicarious trauma)

How could you tell? What was that about? (Probe as needed)

16. In what ways could you tell staff really enjoyed their job? (Org trauma, vicarious trauma, burnout)

If they didn’t how do you know?

**ORIGINAL QUESTIONS CONTINUED**

17. Please describe how hopeful you felt about your situation improving while you were in care/treatment. (Recovery Model)

18. In what ways did staff show they were hopeful for you during your care? (Recovery Model)

**How successful did staff think you would be in recovery? (Scale 1-5) (Hope RM) Added**

19. How confident did you feel with yourself during your care? (Recovery Model)

20. In what ways did staff show they were confident in you during your care? (Recovery Model)

**If they did not seem confident, why not? As needed probe**

21. In what ways did staff include your support systems (family, church, community, etc.)? (Recovery Model)

**How important was this for you? Added**

22. In what ways did the staff include you in the evaluation or improvement of the program? (Examples, committees, forums, town halls, focus groups, feedback questionnaires, etc.). (Person/Patient Participation)

23. In what ways would you have wanted to participate in evaluating or improving the program? (Person/Patient Participation)

**How did this affect your care? Added as needed**

**24. If you could have made recommendations for improving the program what would they have been? (PP) Added**

25. What was the outcome of your care?

What do you think contributed to that outcome? (As needed probe)

26. What that the outcome you expected (why, why not)?

Was it what staff expected for you?

27. What has been your experience with lapse or relapse since you finished the program? (After program?)

B. Wrap-Up

Is there anything else that you think I should know about the program that I did not ask?