

## APPENDIX 1: Interview questions.

1. First, we can start out by having you tell me about your story of overcoming a patient safety incident, including a brief summary of the event if you are comfortable, the emotional response you felt and how you handled those emotions.
  - a. Interviewer may use active prompts to encourage responses to each portion of the question. For example:
    - i. Would you be able to tell me more about how you overcame the emotions you felt?
    - ii. Is there anything else you would like to mention?
2. If a disclosure to the patient or family was involved, what role did this play in your recovery? What made disclosure easier or more challenging?
3. How were your interactions with the patient or family throughout the story? Did they change over time? How did these interactions impact your emotions?
4. Did you disclose this event to colleagues? What role did this disclosure play in your recovery? What made disclosure easier or more challenging?
5. Did you feel that the incident was the result of a systemic process or due to error from a single person?
6. It is thought that a culture of perfectionism and individual blame plays a role towards shame, guilt and other negative emotions following a patient safety incident. Were these factors applicable to your experience? What other factors contributed to your emotional impact?
7. How has this experience changed you as a pharmacist? As a person?
8. Has the experience changed your behaviour? How so?
9. How could your institution better support you and other pharmacists following incidents?

Appendix to: Ney M, Landry C, Trinacty M, Joannis M, Caron C. Emotional impact of medication-related patient safety incidents on Canadian hospital pharmacists: a mixed-methods study. *Can J Hosp Pharm.* 2023. <https://doi.org/10.4212/cjhp.3401>