Appendix: Interview guide
"The experience of gratitude when caring and its meaning for the Palliative Care professional"

INTRODUCTION
Introduce myself:
My name is Maria and I am doing a research study at University of Navarra as you have read in the informed consent and information sheet.

Thank you for:
Your availability to be interviewed and your time to grant me this interview

Explain / Report
This interview and what we say here is confidential. You can choose a fictitious name. The interview will be recorded, so that I can focus on listening to you but if at any time you want to stop, please let me know. I will also take a note so I will not forget to ask you something and I do not want to interrupt you at that time.

It is that ok to you? Do you have any questions?

Introduction to the study
As you know, we are doing a study on the expressions of gratitude that PC professionals receive and the meaning they have for them.

I would like to start by asking you about some of your characteristics such as age, profession, years in PC, where you work (service typology), marital status, any grief in the last year (if we know about that, avoid asking).

Now that I've settled down a bit, I'd like to talk about your experiences of gratitude in caring for patients / families at PC.

YOUR EXPERIENCE is very important to me.

DEVELOPMENT OF THE INTERVIEW
1. Exit question: experiences of gratitude

There are many ways to receive gratitude from patients and relatives (It can be a hug, a thank you letter, some chocolates, some flowers, etc.)

I would like you to tell me about a situation in which you have received an expression of gratitude from a family member or a patient in Palliative Care and that has been meaningful to you.

I would like you to describe an expression of gratitude that has been most meaningful to you.

(Hold the silence, they need time to think).

Could you describe it to me, please?

2. Meaning of the gratitude received

• What does the experience of receiving gratitude means to you?

• Could you tell me what it is like for you to perceive gratitude from patients or family members for taking care of them?

• How was that moment? How was that situation / experience for you? Could you please tell me?

Rescue questions:
• How did you experience it? What did you feel? (ask for feelings as little as possible) what did you perceive?
• What did it mean to you to receive this expression of gratitude?
• What does that experience convey to you?
• Could you describe the moment in which they gave you that expression? How did you live that moment?
• It would help me to understand if you described the situation to me. How exactly it was? I would like that count all the details ...
• How do you live / experience perceiving these expressions of gratitude?
• What do these expressions of patients and relatives mean to you?
• What do these expressions mean to you?
• What does it mean to you to receive gratitude?

3. Other situations
Please describe to me any other situations in which you have received gratitude from patients or family members. We can talk about some other experience that you remember as significant / special ...
• Is there any other meaningful experience that you could / would like to share with me?
• Others in which you were not surprised to receive gratitude?
• I would like you to tell me about any other situation that has been special to you.
• Are there any other gratitude situations that you have experienced that are different in any way? Tell me ... Similar or different situations, could you tell me some other example
• I would like you to be as specific and tell me with all the details you remember

4. Use / utility of gratitude
You have told me that you have received expressions of gratitude, what has happened to those expressions of gratitude that you have received?
• What do you do with expressions of gratitude?
• When do you use them? Can you describe a situation in which you have used them ...?
• What kinds of expressions do you appreciate the most?
• What role do expressions of gratitude play in your professional or personal life?
• What effect does it have on you?
• Do you usually share them with someone? Can you describe how you do it?
• In specific situations that can shed more light on the specificity of gratitude in PC
• Have you had these experiences since you worked at PC?
• We have talked about the experience of receiving gratitude at PC, but there is probably also a possibility that you have received gratitude in another context, could you give me an example? How was the experience?

CONCLUSION
Summary of what we have talked about (always in a positive way)
Is there anything else you would like to add? Anything else you want to tell me or anything that you would like to add?
Leave the door open: if later you remember something else and you want to tell me, please do not hesitated to contact me and we will talk again.
How did you feel during the interview?
Thank you again for your participation and for sharing your experience with me.