**Supplement I: Topic list**

Introduction of the interview

***Emotional impact of providing palliative care***

* How are you involved in the care of patients in the palliative phase?
* What is the emotional impact of caring for patients in the palliative phase on you as a healthcare professional? *Can you give an example of a situation where caring for a patient in the palliative phase was difficult for you? What caused that? What did you do then?*
* [palliative care specialist] In your opinion, is there a difference in how the emotional impact of providing palliative care is experienced between palliative care generalists and specialists.
* [palliative care specialist] What do you think is different in providing palliative care compared to working in another healthcare setting in relation to the emotional impact?
* Palliative care includes care on the physical, psychological, social and spiritual domain. When you think about delivering those aspects of care, what is the impact on you?
* What do you see in colleagues in your field (palliative care generalists) with regard to the emotional burden of caring for patients in the palliative phase? *Can you explain this? Can you give an example of this? What are causes for imbalance?*

Complaints that precede emotional overload are for example poor sleeping, irritability, crying easily, worrying and feeling agitated.

* Which complaints do you recognize in your colleagues (palliative care generalists) a result of providing care to patients in the palliative phase?

Stress elements related to providing palliative care are: exposure to death and dying, insufficient time for dying patients, not being able to cope well with one's own emotions regarding the patient's death, feeling helpless/powerless.

* What makes / How come that providing palliative care specifically contributes to these complaints/emotional burden? *Is there a difference between how you perceived this when you first started working and how you perceive this now?*

***Elements of Burnout***

Such complaints can result in emotional overload, also known as burnout. Burnout consists of three elements: emotional exhaustion, depersonalization, and a sense of diminished accomplishment.

* Emotional exhaustion is described as a feeling of extreme fatigue (reserves are depleted and the battery can no longer be charged). Do you recognize this in yourself or your colleagues? *If you think about it, how is this linked to providing palliative care?*
* Depersonalization involves becoming alienated from others. People develop a negative, cynical and distant attitude towards their patients, colleagues and work. Do you recognize this in yourself or your colleagues? *If you think about it, how is this linked to providing palliative care?*
* The third dimension of burnout is sense of diminished accomplishment; it feels like you can’t perform as you are used of yourself in the past. It’s a tendency to judge yourself negatively. Do you recognize this in yourself or your colleagues? *If you think about it, how is this linked to the provision of palliative care?*
* Up to now we have mainly discussed the burden of palliative care. The literature suggests that working in palliative care settings can also be a protective factor against emotional stress. What is your opinion on this?  *What do you think can be protective factors of providing palliative care?*

***Needs and support***

In addition to how caring for patients in the palliative phase impacts you as a healthcare professional, we are also interested in the policy with regard to this theme.

* How do you try to protect yourself from the potential burden of caring for patients in the palliative phase? *Is this helpful? How do your colleagues do this?*
* What is done within your organisation when someone is emotionally overloaded or experiences related complaints? *What does your manager/supervisor do? What is the policy of the organisation?*
* What specific interventions are there for healthcare professionals who care to many patients in the palliative phase? *If there are interventions: how are they offered; focused on the individual, the team or the organisational level?*
* In what way does your organisation pay attention to prevention with regard to this theme?
* Which aspects do you think should be given (more) attention to prevent or reduce burnout within your organisation?