

Supplemental File 3 - Criteria for establishing trustworthiness

Guba & Lincoln ^{37,38} criteria and definition	How authors enacted criteria
Confirmability: to what degree do independent researchers concur about the interpretation and relevance of the data and findings	<p>Keeping an audit trail, peer debriefing and researchers' writing reflexive notes about decisions and concerns</p> <p>Coding verbatim transcripts independently and meeting to discuss the codes, categories and themes. Resolving disagreements by consensus.</p> <p>An independent research assistant checking categories and themes.</p> <p>Confirming categories with participants.</p>
Credibility: to what degree do the research purpose, findings and interpretations accurately reflect participants' experiences	<p>Engaging multiple researchers throughout the study and with data over a prolonged period of time and regularly debriefing with each other.</p> <p>Digitally recording all interviews and transcribing verbatim. Notes were written during and after the interview.</p> <p>Researchers having ongoing interactions with participants to build trust and rapport. Sending the categories and draft manuscript to all participants for member checking.</p>
Dependability: to what degree have the researchers attempted to reduce or acknowledge their own potential biases and interests to ensure the findings and interpretations reflect participants' responses and experiences	<p>Maintaining digital recordings, transcripts and reflexive notes on a secure server to which only research team members had access.</p> <p>Keeping records, an audit trail and back-up files during the research process.</p> <p>The research supervisor and research ethics board checked the data analysis process.</p> <p>Checking findings and interpretations against the data and with participants.</p> <p>Discussing researchers' potential biases</p>
Transferability: to what degree are the data and description representative, detailed and rich enough so that other researchers could potentially apply findings in other contexts	<p>Describing research methods and design in detail.</p> <p>Providing rich and thick descriptions that are rooted in the data.</p> <p>Recruiting participants using a variety of different approaches and detailing their characteristics.</p> <p>Explaining the context and problem in detail.</p> <p>Checking with others outside the study to confirm that their experiences aligned with our results.</p>