Qualitative Questionnaire (Interview Guide) - Between Survival and Supply: Managing Type 1 Diabetes among Young People During Gaza's Health-System Collapse — A Rapid Qualitative Study

Target: Healthcare Providers and Workers

Domains and Guiding Questions

1. Experience of Care Delivery During War

- From your perspective, can you describe your experience delivering diabetes care during the conflict?

- What did a "health system collapse" look like on the ground for managing chronic patients?

2. System Impact

- How has the war affected facilities, staff, and resources for diabetes care?

- Were there specific gaps in government, private, or NGO sectors?

3. Challenges in Care Delivery

- What were the biggest challenges in treating patients with diabetes (e.g., shortages, infrastructure damage, patient displacement, prioritization of trauma cases)?

4. Improvised Solutions

- How did you and your colleagues try to overcome these challenges?

- Did you use emergency protocols, alternative supply routes, telemedicine, or community health workers?

5. Patient Outcomes

- What consequences did you observe for patients (e.g., diabetic ketoacidosis, increased hospitalizations, preventable deaths)?

- How did you manage these cases with limited resources?
- (Probe) Did outcomes differ for T1D and T2D patients?

6. Quality of Life of Patients

- In your opinion, how has the overall quality of life of your patients with diabetes been impacted by the war?
- How do you see this differing between children with T1D and adults with T2D?

7. Support Needs

- In your view, what support is most critical now (e.g., insulin supply chains, training, international aid)?
- What should humanitarian organizations or international partners prioritize?

8. Lessons and Recommendations

- What lessons have you learned from this crisis about managing diabetes in conflict?
- What recommendations would you give for future preparedness and policies?

9. Supplementary Data

- Are you able to share any clinic records or documentation (e.g., patient attendance, stock levels) that might support this study?

10. Closing Reflection

- Is there anything else you want to share about your personal or professional experience?

Implementation & Ethical Considerations

- **Pilot Testing:** Guides will be tested with 1–2 participants for clarity and cultural appropriateness.
- **Trauma-Informed Approach:** Interviewers trained in sensitivity; participants reminded they may stop or skip questions at any time.
- **Consent:** Written/verbal informed consent will be obtained.
- **Confidentiality:** Names removed; pseudonyms or ID codes used.
- **Data Recording:** Audio-recording with permission; otherwise, detailed notes will be taken.

Integration of Storytelling Intervention

Where possible, the guide will encourage participants to share **stories, not just answers**. Facilitators will:

- Begin by establishing **trust and safety**.
- Invite participants to tell their experiences as **stories**.
- Use prompts such as "Can you tell me a story about…" instead of "What is/was…".
- Respect silence and emotional pauses.

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