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| **Supplementary Appendix S1 – Exemplary Quotes** | | | | |
| **Category** | **Sub-category** | **Domains** | **Quote – Facilitator** | **Quote - Barrier** |
| Capability | Cognitive | Knowledge | When you understand what they are trying to achieve, it makes it more comfortable. | Not knowing how devastating the disease can be. |
|  |  | Memory, attention, decision processes |  | We have to take pills in morning and evening, and sometimes when you get busy you forget. |
|  |  | Skills | Measuring my blood sugars and having the ability to decide how much insulin to take to match that. | I do not have a good way to log all my blood sugar levels. |
|  |  | Behavioural regulation | I just do the things that I have to do, and so far all is OK. | Inconvenience of having to cope with it and do without some things you like. |
|  | Physical | Physical health | I am pretty healthy, generally. | Other illnesses that I have make it more difficult. Like the flu, or if my back goes out. |
|  |  |  |  |  |
| Motivation | Reflective | Beliefs about capabilities |  | Not being able to control it. |
|  |  | Beliefs about consequences |  | Being a diabetic, because you don’t know what could go, like my eyes, kidneys, circulation. |
|  |  | Optimism | My attitude – I wake in the morning and I know I am going to have a good day if I stick to my diet and I exercise. |  |
|  |  | Intentions | I listen to what everyone tells me, and I try my best. | My lack of commitment to physical activity. |
|  |  | Goals |  |  |
|  |  | Social role and identity |  | Juggling the needles, testing and everything to be done. I work full-time and I am a caregiver and wife. |
|  | Automatic | Reinforcement | Getting my blood done every 3 months. That lets me know if I am on the right track. | My meter expired and that screwed me up because the readings were wrong for 6 months – showing me that my sugar was low but actually it was high the whole time. |
|  |  | Emotion |  | The mental part: you get down on yourself. |
|  |  |  |  |  |
| Opportunity | Structural | Environmental context | Happy to live close to medical treatment centers. | Getting out to appointments in the snowy weather |
|  |  | Financial resources | It is helpful that everything is paid by the insurance, so I have a low budget. If it was not for the insurance I would not be able to take it. | Having to cook the meals because it is sometimes difficult to afford the food I need. |
|  | Social | Social influences | My spouse – telling me what I’m not doing right. | Going out with friends who eat and drink whatever they like and I’m not able to enjoy the same things. |
|  |  |  |  |  |
| Diabetes-specific | Nature of the behaviours | Nature of the behaviours | The ease of taking my medication. | I hate needles. |
|  | Care context & information | Care context | Going to the doctors office and getting the information that I need there. | Nobody has time to explain what we really need to know. |
|  |  | Information | Information that is available on the internet, or information posted by all health professionals. | So much information, so confusing. I got different information or messages from my doctor and his nurse, who says something else. |