

Table S1 Consolidated criteria for reporting qualitative studies (COREQ): 32-item checklist

| No | Item Guide questions/description | Page/Answers |
|---|---|---|
| Domain 1: Research team and reflexivity | | |
| Personal Characteristics | | |
| 1. | Interviewer/facilitator-Which author/s conducted the interview or focus group? | Page 4. All authors. |
| 2. | Credentials-What were the researcher's credentials? E.g. PhD, MD | PhD and MD |
| 3. | Occupation-What was their occupation at the time of the study? | Page 4. HCWs in COVID-19 mission. |
| 4. | Gender-Was the researcher male or female? | Both male and female. |
| 5. | Experience and training-What experience or training did the researcher have? | The researchers have participated in qualitative studies before. |
| Relationship with participants | | |
| 6. | Relationship established-Was a relationship established prior to study commencement? | Page 4. No previous relationship. |
| 7. | Participant knowledge of the Interviewer-What did the participants know about the researcher? e.g. personal goals, reasons for doing the research | Page 4. Information was provided in recruiting. |
| 8. | Interviewer characteristics-What characteristics were reported about the interviewer/facilitator? e.g. Bias, assumptions, reasons and interests in the research topic | Page 4-5. We explained several strategies of ensuring dependability, credibility, confirmability and transferability. |
| Domain 2: study design | | |
| Theoretical framework | | |
| 9. | Methodological orientation and Theory-What methodological orientation was stated to underpin the study? e.g. grounded theory, discourse analysis, ethnography, content analysis | Page 5. Phenomenological analysis. |

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| Participant selection | |
| 10. Sampling-How were participants selected? e.g. purposive, convenience, consecutive, snowball | Page 3. Purposive. |
| 11. Method of approach-How were participants approached? e.g. face-to-face, telephone, mail, email | Page 4. face-to-face. |
| 12. Sample size-How many participants were in the study? | Page 6. 31 |
| 13. Non-participation-How many people refused to participate or dropped out? Reasons? | Page 4. HCWs who agreed to participate in study contact researcher by mobile phone. We ended interviewing when date saturation. When date saturation and 31 HCWs were supposed to be reached and there was nobody dropping out. |
| Settings | |
| 14. Setting of data collection Where was the data collected? e.g. home, clinic, workplace | Page4. Before interview, participants decided the peaceful interview places include workplace, meeting room and cafeteria by mobile phone. |
| 15. Presence of non-participants Was anyone else present besides the participants and researchers? | Page 5. They were interviewed individually. |
| 16. Description of sample-What are the important characteristics of the sample? e.g. demographic data, date | Page 6 and Table 2. |
| Data collection | |
| 17. Interview guide-Were questions, prompts, guides provided by the authors? Was it pilot tested? | Page 4. A semi-structured format with open-ended questions was used. |
| 18. Repeat interviews-Were repeat interviews carried out? If yes, how many? | Page 4-5. No repeat interview. |

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| 19. Audio/visual recording-Did the research use audio or visual recording to collect the data? | Page 4. Audio record. |
| 20. Field note- Were field notes made during and/or after the interview or focus group? | Page 5. Field notes |
| 21. Duration What was the duration of the interviews or focus group? | Page 4. 20–60 minutes. |
| 22. Data saturation-Was data saturation discussed? | Page 4. |
| 23. Transcripts returned-Were transcripts returned to participants for comment and/or correction? | Page 5. Yes. |
| Domain 3: analysis and findings | |
| Data analysis | |
| 24. Number of data coders-How many data coders coded the data? | Page 6. Six |
| 25. Description of the coding tree-Did authors provide a description of the coding tree? | Page 21. Table 3. |
| 26. Derivation of themes-Were themes identified in advance or derived from the data? | Page 6. Yes |
| 27. Software What software, if applicable, was used to manage the data? | Page 5. Nvivo 11.0 |
| 28. Participant checkin- Did participants provide feedback on the findings? | No additional feedback. |
| Reporting | |
| 29. Quotations presented-Were participant quotations presented to illustrate the themes / findings? Was each quotation identified? e.g. participant number | Page 7-12. Yes |
| 30. Data and findings consistent-Was there consistency between the data presented and the findings? | Page 7-12. Yes |

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| 31. Clarity of major themes Were major themes clearly presented in the findings? | Page 7-12. Yes |
| 32. Clarity of minor themes Is there a description of diverse cases or discussion of minor themes? | Page 7-12. Yes |