**Supplementary data**

**Supplementary data 1: PU Client Follow Up Survey – 1ST Interview *\* for clients we only interview at one time interval, or for the first interview in a multiple series***

**Primary Objective**: To determine the short and long term impacts of PU surgery on health and welfare

**Potential Scenarios:**

* S1: (**full set of questions**) Client still has the cat (full set of questions)
* S2: (**full set of questions**) Client doesn’t have the cat anymore, but had more 4 weeks or more after surgery. The questions for these clients need a different tense so the edited question will appear after the original question and begin with **Not in Home**. Questions that don’t need edits can be read as is.
* S3: (**only comment question**) Client doesn’t have the cat anymore, and had it for less than 4 weeks after surgery
* S4: (**only death-related questions**) Client doesn’t have the cat because the cat died
* S5: (**no questions**) Client declines to be interviewed

*\*There may also be situations where the client says it’s their partner/relative’s cat, and may or may not live in the same house as them. We ideally want to get information to speak with that person, unless the client says they can answer any questions about the cat.*

**Introduction** S1 S2 S3 S4 S5

\***Black bold** = script/questions to read out loud

If you get Voicemail:

***Introductory Script***

**Hi, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I’m calling from the ASPCA.  I'm trying to reach [Client Name] about her cat [Pet Name]. We’re doing a survey and I want to see if she (or he’d) be willing to participate. I’ll try back another time.  Thank you!**

If you get a Person:

***Introductory Script***

**Hi, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I’m calling from the ASPCA. I’m looking to speak with [Client’s Name] about their cat [Pet Name]. Is she (or he) available?**

* If yes (is client or person gets client), proceed with script.
* If no, let them know why you’re calling and ask when the person might be home or available to speak and make a note in the call log.

***Script continued***

**We’re doing a survey with clients whose cats had surgery at our hospital to treat a urinary problem. We’re hoping to learn about how these cats are doing since surgery so that we can help other cats in the same situation.  The survey should take about ten minutes and all of your responses would be confidential. Choosing not to participate won't affect any future services. Would you be willing to participate?**

**Willing to participate?**

* YES, client is willing to participate – proceed with survey
* NO, client declined to participate (record reason and then SKIP to Client & Pet Information)

**Reason why declined (**open-ended) ­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Screening** S1 S2 S3 S4

**Thank you!** **As I go through the survey, if there’s a question you’d prefer not to answer, just let me know and we can skip it.**

1. **Is [Pet Name] still living with you?**
	1. Yes
	2. Any other situation – i.e. died, rehomed, lives with family/friend/partner, etc.
		1. **Can you say more about the circumstances around him no longer living with you?** \**Probe for as much detail as possible*
			* Died (follow up questions then SKIP to Permissions & Additional Comments)
			* Other (open-ended) \**Probe for as much detail as possible*
				1. **How long did he live with you after his surgery?** (open-ended)*\*Try to be as specific as possible*

*\*Don’t ask this, just record to launch the proper skip logic –* Cat was in home for 4 weeks or more after surgery?

* Yes (continue with survey)
* No (SKIP to Closing <4 Weeks In Home After Surgery)

**Cat Died** S4

1b. (follow up if died) **How did he die?** (open-ended)

1b. (follow up if died) **When did he die?** (open-ended)

1b. (follow up if died) **Was he seen by any veterinarians other than the ones at our hospital after his surgery?** **If so, what for?** (open-ended)

1b. (follow up if died) **What’s the reason you chose to bring him to us for help when he was having issues in [Month of Surgery] instead of taking him somewhere else?** *\*Be careful that the person doesn't give you the pet's medical condition again.  We want to know if it was because we are cheaper, they could get financial help, it was close to them, because of our reputation, we had availability, etc.*

*\* Survey proceeds to Permissions and Additional Comments Section*

**Reason Came to Us** S1 S2

1. **When you came to our hospital in [Month of Surgery], what was going on with [Pet Name]?** (open-ended)
2. **What’s the reason you chose to bring him to us for help instead of taking him somewhere else?** (open-ended)*\*Be careful that the person doesn't give you the pet's medical condition again.  We want to know if it was because we are cheaper, they could get financial help, it was close to them, because of our reputation, we had availability, etc.*

**In General since Surgery** S1 S2

1. **In general,how would you say [Pet Name] has been doing *since he had surgery*?** // **Not in Home: In general,how would you say [Pet Name] had been doing *after he had surgery*?**

(open-ended) \**Ask probing questions like “Can you say more about that?”, “Have you noticed anything different about the way he’s acting?”*

**Litter Box/Urination Series** S1 S2

1. **Does he have access to a litter box? // Not in Home: Did he have access to a litter box?**
	1. Yes
		1. **How many does he currently have access to? // Not in Home: How many did he have access to?**
			* 1
			* 2
			* 3
			* Other (please specify)
		2. **Is this the same number of boxes he had before surgery or did it change?**
			* Same number of boxes
			* Changed – different number of boxes
				1. **How many did he have before the surgery?**

1

2

3

Other (open-ended)

* + - * Prefers not to answer
		1. **Has the litter box (or have the litter boxes) been moved to a new location s*ince he had surgery*? // Not in Home: Was the litter box (or were the litter boxes) moved to a new location after he had surgery?**
			- 1. Yes

**Where was it (were they) before?**

**And where is it (are they) now? // Not in Home: And where were they after the surgery?**(open-ended)

* + - * 1. No
		1. ***Since his surgery*, have you seen him going in and out of the litter box more often than he did before surgery, less often than he did before surgery, or about the same as he did before surgery? // Not in Home:After his surgery, did you see him going in and out of the litter box more often than he did before surgery, less often than he did before surgery, or about the same as he did before surgery?**
			- More often
			- Less often
			- About the same
			- Don’t know/not sure
			- Prefers not to answer
		2. ***Since his surgery*, has he had any issues peeing in places other than in his litter box?**

**Not in Home: After his surgery, did he have any issues peeing in places other than in his litter box?**

* + - * Yes
				1. **How many times has it happened that you know of?** // **Not in Home:** **How many times did it happen that you know of?** (open-ended)
				2. **When was the last time it** **happened?** (open-ended)
				3. **What have you tried, if anything, to deal with the problem? // Not in Home: What did you try, if anything, to deal with the problem?** (open-ended)
			* No
			* Can’t tell – has multiple cats/pets
			* Don’t know/not sure
			* Prefers not to answer
		1. ***Since his surgery,* does he go into his litter box and crouch like he has to pee but then jump out before he actually does? // Not in Home: After *his surgery,* did he go into his litter box and crouch like he has to pee but then jump out before he actually did?**
			- Yes
				1. **Can you tell me more about what you observed?**
				2. **How often do you** **see him do this? // Not in Home: How often did you see him do this?**
				3. **When was the last time you saw him do it?**
			- No
			- Don’t know/not sure
			- Prefers not to answer
	1. No
		1. **Where does he go to the bathroom? // Not in Home: Where did he go to the bathroom?**
			+ Outside
			+ Other (open-ended)
	2. Don’t know/not sure
	3. Prefers not to answer
1. ***Since his surgery*, have you ever heard him crying while he’s peeing or trying to pee? // Not in Home:  After his surgery, did you ever hear him crying or making noise while he was peeing or trying to pee?**
	1. Yes
		1. **Can you tell me more about what you observed?**
		2. **How often have you heard him do this? // Not in Home: How often did you hear him do this?**
		3. **When was the last time you heard him do this?**
	2. No
	3. Don’t know/not sure
	4. Prefers not to answer
2. ***Since his surgery*, have you seen him straining or looking uncomfortable while he’s peeing or trying to pee? // Not in Home: After his surgery, did you see him straining or looking uncomfortable while he was peeing or trying to pee?**
	1. Yes
		1. **Can you tell me more about what you observed?**
		2. **How often have you seen him do this? // Not in Home: How often did you see him do this?**
		3. **When was the last time you saw him do this?**
	2. No
	3. Don’t know/not sure
	4. Prefers not to answer
3. ***Since his surgery*, have you noticed that he’s leaking urine while he’s sleeping, for instance, you find pee spots where he’s been lying? // Not in Home:**  **After his surgery, did you notice that he was leaking urine while he was sleeping? For example, you found pee in the places where he'd been lying?**
	1. Yes
		1. **Can you tell me more about what you observed?**
		2. **How often have you seen this? // Not in Home:**  **How often did you see this?**
		3. **When was the last time you noticed this?**
	2. No
	3. Don’t know/not sure
	4. Prefers not to answer
4. ***Since his surgery*, have you noticed any blood in his urine or that his urine is darker or reddish colored? // Not in Home:**  **After his surgery, did you notice any blood in his urine or that his urine was darker or reddish colored?**
	1. Yes
		1. **Can you tell me more about what you observed?**
		2. **How often have you seen this?** // **Not in Home:**  **How often did you see this?**
		3. **When was the last time you noticed this?**
	2. No
	3. Don’t know/not sure
	4. Prefers not to answer

**Stress in Household** S1

**In Home:  \*\* ONLY ASK THIS QUESTION IF THE CAT HAS BEEN HAVING ISSUES WITHIN THE LAST MONTH.  IF THEY'RE NOT, THEN SKIP THIS QUESTION.**
 **Not in Home:  \*\* SKIP THIS QUESTION**

1. **In the last 30 days, how would you rate the level of stress in your household on a scale from 0 to 6 with 0 being no stress to 6 being extreme stress?**

0 – No stress 1 2 3 4 4 6 – Extreme stress Prefers not to answer

**Food/Eating Habits** S1 S2

**Now I’m going to ask you a few questions about your cat’s food and water.**

1. **After he had surgery, was a special food or diet recommended**? *\*This doesn't have to be a specific food - can just be that they were told to feed wet food only.*
	1. Yes
		1. **What kind of food or diet was recommended?** (open-ended)
		2. **Is that wet food or dry food?**
			* Wet food
			* Dry food
			* Both – gets fed wet and dry
			* Freeze-dried
			* Other
		3. **Is this what he’s currently eating?** // **Not in Home: Was this what he was eating after surgery?**
			* Yes
				1. **How difficult has it been to keep feeding this special food or diet? Would you say it’s been very difficult, somewhat difficult, or not difficult at all? // Not in Home:**  **How difficult was it to keep feeding that particular food or diet? Would you say it was very difficult, somewhat difficult, or not difficult at all?**

Very difficult

**Can you say more about that?**

Somewhat difficult

**Can you say more about that?**

Not difficult at all

**Can you say more about that?**

Prefers not to answer

* + - * No
				1. **Was there something that prevented you from feeding this special food or diet?** (open-ended)
				2. **What kind of food is he eating? // Not in Home:**  **What kind of food was he eating after his surgery?**
				3. **Is that wet food or dry food?**

Wet food

Dry food

Both – gets fed wet and dry

Freeze-dried

Other

* + - * Don’t know/not sure
			* Prefers not to answer
	1. No
		1. **What kind of food is he eating?** (open-ended) **// Not in Home: What kind of food was he eating after his surgery?**
		2. **Is that wet food or dry food?**
			+ Wet food
			+ Dry food
			+ Both – gets fed wet and dry
			+ Freeze-dried
			+ Other
	2. Don’t know/not sure
		1. **What kind of food is he eating?** (open-ended) **//** **Not in Home: What kind of food was he eating after his surgery?**
		2. **Is that wet food or dry food?**
			+ Wet food
			+ Dry food
			+ Both – gets fed wet and dry
			+ Freeze-dried
			+ Other
	3. Prefers not to answer
		1. **What kind of food is he eating?** (open-ended) **// Not in Home: What kind of food was he eating after his surgery?**
		2. **Is that wet food or dry food?**
			+ Wet food
			+ Dry food
			+ Both – gets fed wet and dry
1. **Have you noticed any changes in his eating habits *since he had surgery?*** (open-ended) // **Not in Home: Did you notice any changes in his eating habits after he had surgery**? *\*Looking for things like eating less, eating more – probe as needed.*

**Water** S1 S2

1. **Where does he get water to drink?** (open-ended) // **Not in Home: Where did he get water to drink?** \*Pr*ompt for bowl/container of water, or if there are other places he drinks like the sink or dog bowl; we are trying to determine if there is a designated sources of clean fresh accessible water*
2. **And how many hours a day does he have access to water?** // **Not in Home: And how many hours a day did he have access to water?*\*****Don’t have to read options unless the person needs help clarifying. Just record their response appropriately according to the categories.*
	1. 24 hours – ALL DAY
	2. Other (open-ended)
	3. Don’t know/not sure
	4. Prefers not to answer
3. **How often does his water get changed? Would you say it’s every day, every other day, every few days, once a week, or some other time frame? // Not in Home: How often did his water get changed? Would you say it was every day, every other day, every few days, once a week, or some other time frame?**
	1. Every day
	2. Every other day
	3. Every few days
	4. Once a week
	5. Other time frame (ask them to specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	6. Don’t know/not sure
	7. Prefers not to answer

**Veterinarian Visits** S1 S2

**Okay, now I’m going to ask you a couple questions about other veterinarians he may have seen before and after surgery.**

1. ***Before his surgery****,* **had [Pet Name] been seen by any veterinarians other than the ones at our hospital?**
	1. Yes
		1. **When was he seen?** (open-ended)
		2. **What was the reason for the visit (or visits)?** (open-ended)
		3. **Did any of these other veterinarians ever tell you he was blocked?**
			* Yes
				1. **About how long ago was that**? (open-ended)
			* No
			* Don’t know/not sure
			* Prefers not to answer
	2. No
	3. Don’t know/not sure
	4. Prefers not to answer
2. ***And since his surgery*, has he been seen by any veterinarians other than the ones at our hospital? // Not in Home:** **And after his surgery, was he seen by any veterinarians other than the ones at our hospital?**
	1. Yes
		1. **When was he seen?** (open-ended)
		2. **What was the reason for the visit (or visits)?** (open-ended)
	2. No
	3. Don’t know/not sure
	4. Prefers not answer

**Quality of Life** S1 S2

**Now we have a few questions related to how your cat is doing overall.**

1. **Please think back to the time before surgery when your cat was NOT having this particular problem. How would you describe how he was doing then?** (open-ended)
2. **Now, compared to that time before surgery when he wasn't having this problem, would you say his life is better today than it was then, is the same today as it was then, or is worse today than it was then?**
	1. Better
	2. Worse
	3. Same
	4. Don’t know/not sure
	5. Prefers not to answer
3. **Can you explain how so?** (open-ended)
4. **Also, we're interested what you think your cat's overall quality of life is since he had surgery – meaning his overall health, comfort, and happiness.  How would you rate his quality of life on a scale from 1 to 10, with 1 being very poor and 10 being excellent?** // **Not in Home: Also, we're interested what you think your cat's overall quality of life was after he had surgery - meaning his overall health, comfort, and happiness.  How would you rate his overall quality of life on a scale from 1 to 10, with 1 being very poor and 10 being excellent?**

1 – Very Poor 2 3 4 5 6 7 8 9 10 – Excellent Prefers not to answer

1. **And why did you chose that particular rating?** (open-ended)

**Permissions & Additional Comments** S1 S2 S4

**Okay, just a few more questions and then we’re done.**

1. **As part of our research, we’d also like to look at the details of each cat's medical records that were created at our hospital.  We won't share any personal, identifying information about you or your cat outside of the ASPCA.  Do we have your permission to look at your cat's medical records?**
	1. Yes, gives permission to access the medical records
	2. No, do not give permission to access the medical records
2. **And we may want to follow up again in the future, would it be okay if we contacted you again?**
	1. Yes, okay to contact again
	2. No, do not contact again
3. **And lastly, is there anything else you’d like to share about your cat or your experience with us?** (open-ended)

**That completes our survey. Thank you very much for your time!**

*\*Interviewer can hang up with client here and then fill out the Client & Pet section before submitting the survey*

**Closing for < 4 Weeks in Home after Surgery** S3

**Okay, thank you for your willingness to speak with me but at this time we’re only interviewing people whose cat was in the home for at least a month after surgery.**

1. **Before we hang up, is there anything you’d like to share about your cat or your experience with us?** (open-ended)

**Thank you very much for your time!**

*\*Interviewer can hang up with client here and then fill out the Client & Pet section before submitting the survey*

**Client & Pet Information** S1 S2 S3 S4 S5

*\*This will be at the end of the Survey Monkey record so we only have to fill it out for completed surveys, not all call attempts*

|  |  |
| --- | --- |
| Client ID# |  |
| Client Name (First and Last) |  |
| Pet Name |  |
| Date of Surgery |  |
| Follow Up Timeframe | * 4-6 weeks
* 4-6 months
* 1 year
 |

**Supplementary data 2:PU Client Follow Up Survey – 2nd Interview**

***\*This version is for clients we have already interviewed once before at the 4-6 week or 4-6 month mark. These interviews will either be in the 4-6 month or 1 year time frame.***

**Primary Objective**: To determine the short and long term impacts of PU surgery on health and welfare

\***Black bold** = script to read out loud

If you get Voicemail:

***Introductory Script***

**Hi, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I’m calling from the ASPCA.  I'm trying to reach [Client Name] about her cat [Pet Name].  We spoke a few months ago and I'm calling now with a few quick questions to see how he's been doing since we spoke.  I’ll try back another time.  Thank you!**

If you get a Person:

***Introductory Script***

**Hi, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I’m calling from the ASPCA. I’m looking to speak with [Client’s Name] about their cat [Pet Name]. Is he/she available?**

* If yes (is client or person gets client), proceed with script.
* If no, let them know why you’re calling and ask when the person might be home or available to speak and make a note in the call log.

***Script continued***

**Hi, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I’m calling from the ASPCA.  We spoke a few months ago about [Pet Name] and I'm calling now with a quick survey to see how he's been doing.  It should only take a couple minutes.  Would you be willing to answer a few questions?**

**Willing to participate?**

* YES, client is willing to participate – proceed with survey
* NO, client declined to participate (enter reason in text box below and then will jump to page for client/pet data)

**Reason why declined (**open-ended) ­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Survey Questions*

**Thank you!** **As I go through the survey, if there’s a question you’d prefer not to answer, just let me know and we can skip it.**

1. **Is [Pet Name] still living with you?**
	1. Yes
	2. Any other situation – i.e. died, rehomed, lives with family/friend/partner, etc.
		1. **Please tell us more about why he’s no longer living with you.** (open-ended) \*Probe for as much detail as possible
		2. If the cat died: **How did he die? When did he die?** (open-ended)
2. **How has [Pet Name] has been doing since we last spoke in [Month of 1st Survey]?** (open-ended)
3. **Since we last spoke,how would you rate his overall quality of life, meaning his health, comfort, and happiness, on a scale from 1 to 10 with 1 being very poor and 10 being excellent?**

1 – Very Poor 2 3 4 5 6 7 8 9 10 – Excellent Prefers not to answer

1. **Why did you choose that particular rating**?
2. **Now I’m going to read you a list of things and if you’ve seen your cat do any of them since we last spoke in [Month of 1st survey], just let me know. Have you seen:**
	* 1. Him peeing outside of his litter box?
		2. Him crouching in the litterbox like he has to pee but then jumping out before he actually does?
		3. Him crying when he’s peeing or trying to pee?
		4. Him straining or looking uncomfortable when he’s peeing or trying to pee?
		5. Him leaking urine when he’s sleeping?
		6. Having blood in his urine or darker, reddish colored urine?
		7. Something else (please describe)

*If yes to any then:*

* **Can you tell me more about what you’ve observed?**
* **How often has it happened?**
* **When was the last time you noticed this?**
1. **Since we last spoke, have you seen him going in and out of the litter box more often, less often, or about the same?**
	* + - More often
			- Less often
			- About the same
			- Don’t know/not sure
			- Prefers not to answer
2. **What kind of food is he currently eating?** (open-ended)
3. **Is that wet food or dry food?**
	1. Wet food
	2. Dry food
	3. Both – gets wet and dry
	4. Freeze-dried
	5. Other
4. **Is this a special food or diet that a veterinarian recommended to you after his surgery?**
	1. Yes
		1. **How difficult has it been to keep feeding this special food or diet? Would you say it’s been very difficult, somewhat difficult, or not difficult at all?**

Very difficult

Somewhat difficult

Not difficult at all

Prefers not to answer

* + 1. **Can you say more about why that is?**
	1. No
	2. Don’t know/not sure
	3. Prefers not to answer
1. **Where does he get water to drink?** (open-ended)
2. **How many hours a day does he have access to water?**
	1. 24 hours – ALL DAY
	2. Other (open-ended)
	3. Don’t know/not sure
	4. Prefers not to answer
3. **How often does his water get changed? Would you say it’s every day, every other day, every few days, once a week, or some other time frame?**
	1. Every day
	2. Every other day
	3. Every few days
	4. Once a week
	5. Other time frame (ask them to specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	6. Don’t know/not sure
	7. Prefers not to answer
4. **Is there anything else you’d like to share with us about your experience?** (open-ended)

*Closing Script*

**That’s all the questions we have. Thank you very much for speaking with me again!**

*Data to be recorded by the interviewer – this will be at the end of the Survey Monkey record so they only have to fill it out for completed surveys*

|  |  |
| --- | --- |
| Client Name (First and Last) |  |
| Pet Name |  |
| Follow Up Timeframe | * 4-6 weeks
* 4-6 months
* 1 year
 |

**END OF SURVEY**

**Extra stuff**

PU surgery dramatically reduces opportunities for future blockages to occur, several cats re-blocked immediately following surgery. There were no reported blockages following discharge. the median life span for cats following PU surgery is 3.5 years

While we focus this discussion on cat-owners with limited resources and access, it is important to note that it also applies to a broader audience. Cat owners of all income groups would likely consider the tradeoffs associated with PU surgery and medical management. It is important for the veterinarian and pet owner to discuss the costs associated with each procedure, the lifestyle of the pet owner and their ability to comply with managing FLUTD.