

## Annex -1

Assessing Tertiary Care Hospital's (AKU's) Readiness to Cope with Covid.19 and Future Preparedness to  
Manage Emergencies in Karachi, Pakistan  
Key Informant Interview Guide

**Basic Information**

S.no	Name (Confidential)	Age	Sex	Designation	Institution	Years of experiences	Specialty
1							
2							
3							

**Knowledge, attitude and perceptions**

1. How do you feel about your level of knowledge regarding COVID-19?  
Probes: Spread of COVID-19, management, prevention
2. What are your perceptions about managing COVID cases at AKUH?  
Probes: Facilities for screening, testing, patient isolation, treatment and patient and family education
3. Do you have concerns with the prospect of managing/treating cases at AKUH?  
Probes: inadequate screening facilities, less testing kits, inadequate capacity of healthcare providers to manage COVID-19 cases, lack of isolation wards
4. What are your view on the safety measure currently in placed at AKUH?
5. How do you feel about being in a very responsible position, and working under tremendous pressure with COVID-19 situation?

**Perceptions on Emergency Plan**

1. What are your perceptions about AKUH emergency plan for dealing with COVID-19 pandemic? and also specific to your department or position?  
Probe: Satisfaction with the hospital emergency plan, whether or all imp aspects are covered, reducing employee exposure etc/.
2. Do you feel a sense of safety for hospital staff in the hospitals emergency plans, which are currently in place?  
Probe: what can be done more, what else is needed related to your department? for young persons, old people of more than 50 years, children, pregnant women or delivering COVID-19 affected patients

**Perceptions on Hospital Capacity**

1. How do you feel about the AKUH capacity to deal with COVID-19 patients?

Probes: access to required equipment/ resources

2. What are some of the barriers that hospital staff face while caring for COVID-19 cases?
3. How these barriers could be handled efficiently, in spite of limited resources at AKUH?
4. Do you think that your service domain/ specialty is prepared to manage COVID-19 affected patients?

Probes: if yes how, if no why?

5. In your opinion, what precautions should be acquired for carrying out a routine procedure such as in ER surgeries, intubation, delivery care, C-section planned or otherwise
6. At AKUH, what are the facilitators, that provided support to deal with COVID-19 situation?  
Probes: Trainings, drills, PPEs availability, management support, etc.
7. Based on your experience on COVID-19, what are your suggestions to improve hospital's capacity to manage COVID-19

### **Training and Drills**

1. How should nurses be trained/doctors be trained? Should this training be specialty specific or some forms of basic training to all staff?
2. In your opinion, are sufficient training and drills provided to the healthcare providers for dealing with this emergency?
3. What aspects were covered in the training?

Probes: medical treatment procedures, personal protective measures, information system management, disinfection and sterilization and principles of quarantine and isolation

### **Information sharing for crisis communication**

1. What are your thoughts on the hospitals system of information sharing for crisis communication?
2. In your opinion, what special arrangements have been made at AKUH to facilitate information sharing for crisis communication

Probes: COVID Hotline for staff, COVID helpline for public

### **Future Preparedness**

1. In your opinion, what are the needs for future preparedness for any outbreak or natural disaster for AKUH?

Probes: staff trainings, special wards, equipment, protective gears, emergency drills, etc.