

Annex-2

Assessing Tertiary Care Hospital's (AKU's) Readiness to Cope with COVID-19 and Future Preparedness to Manage Emergencies in Karachi, Pakistan

In-Depth Interview Guide

Basic Information

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

Knowledge, attitude and practice

- How do you feel about your level of knowledge regarding COVID-19?
Probes: Spread of COVID-19, management, prevention
- What are your perceptions about managing COVID cases at AKUH?
Probes: Facilities for screening, testing, patient isolation, treatment and patient and family education
- 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
- What are your views on the safety measures currently in place at AKUH?
- Are you using PPE while caring for COVID-19 cases, as guided during the trainings?

Perceptions on Hospital Emergency Plan for COVID-19

- What are your perceptions about AKUH emergency plan for dealing with COVID-19 pandemic?
Probe: Were you briefed on the emergency plan for COVID-19 - by whom, when, any refreshers given?
- Do you feel a sense of safety in the hospital's emergency plan, which are currently in place?
Probe: for your safety, healthcare providers' safety, family members' safety

Training and Drills

- Were you provided with sufficient trainings and drills for dealing with this emergency?
Probes: satisfaction with training (content, duration, etc.),
- 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

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 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.

Information sharing for crisis communication

1. What are your thoughts on the hospitals system of information sharing for crisis communication?
Probes: Are you getting the information that you need?
2. Do you feel like you are able to talk about your concerns?
Probes: through hotline for employees

Stress & coping

1. How do you feel about working under tremendous pressure with COVID -19 situation?
Probes: working at odd hours, weekends in addition to routine responsibilities, wearing PPEs for long periods
2. What kind of relief you look for yourself to manage with these pressures?
Probes: compensation/overtime, sufficient PPEs, adequate rest periods, etc.
3. Can you share some of your apprehensions while dealing with COVID -19 suspected or positive patient's?
Probes: Family members/ colleagues getting infected?
4. How do you cope with anxiety and fear related to managing COVID-19 inpatients?
Probes: Coping strategies
5. Do you have suggestions on how institution could provide support services for coping with stress related to this crisis situations?

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.