

## Interview guide

## Interview guide «From hearing to seeing»

**Plan for focus-group interviews:****Intro:**

- Presentation of the project and of the persons conducting the interviews
- Information about the use of material gained from the interviews, how the interviews are transcribed, and that audio recordings will be deleted.
- Underline that no information that contains details about patients in such a way that patients may be identified must be presented.
- Underline that information shared during the interviews is not to be spread outside the interview situation with persons not present
- Underline that participation is voluntary

**Introduction of participants:**

- Name
- Function/role in EMCC
- Years of experience in EMCC:
  - Less than 1 year
  - Between 1 and 3 years
  - More than 3 years
- Experience with video:
  - Less than 5 situations
  - Between 5 and 10 situations
  - More than 10 situations

**Possible themes:**

## Utility:

- What kind of information can video streaming provide?
- Severity of situations?
- Effectiveness?
- Sense of safety?

## Disadvantages:

- Too much information?
- Visual information contradicting information from caller
- Time consume?
- Caller not comfortable with video streaming
- Unpleasant?

## Interview guide

### Communication

### Training

### Technical issues:

- User friendliness
- Stability

### Questions:

1. You have used video streaming for some time now at your EMCC. How do you experience this?

- What do you mean by...?
- Can you tell me a little more about...?
- In what way did this affect how you work?
- Have you got any examples?
- Has anyone else experienced something similar?

2. We have talked about video streaming in general. We will now focus on possible utility from the use of video stream. In what way have you experienced video streaming to be useful?

- What do you mean by...?
- Can you tell me a little more about...?
- In what way did this affect how you work?
- Have you got any examples?
- Has anyone else experienced something similar?

3. We also wish to learn about possible disadvantages with video streaming. Has anyone experienced any disadvantages?

- What do you mean by...?
- Can you tell me a little more about...?
- In what way did this affect how you work?
- Have you got any examples?
- Has anyone else experienced something similar?

4. Has anyone experienced video streaming to affect patient treatment/patient safety?

- Could you tell us about this?
- How did it affect patient safety/quality of treatment?

4. How has training in use of video streaming among the dispatchers been conducted?