INTERVIEW GUIDE – Thought leader interviews on measurement feedback systems

Can you please describe your work setting? How would you describe the quality improvement culture within your organisation?

Who is responsible for quality measurement, feedback and driving quality improvement? Are there dedicated departments/teams/positions?

What prompts the measurement of issues concerning quality of care? How does the organisation determine clinical conditions/issues for quality measurement and improvement? What types of quality measures have been implemented at your organisation? Which agencies, committees, or other governing bodies deliver/influence the quality measurement and quality improvement mechanisms adopted by your organisation?

How is the quality of care measured, reported and fed back to service management and health professionals?

How does your organisation engage with internal/external quality measurement reporting? How is the information fed back used by the organisation and staff?

What systems and resources are in place to enable or encourage a supportive quality improvement culture?

In your opinion, what impact has the implementation of quality measurement had on the overall safety and quality of care? Is there a process for establishing if/how quality measurement and feedback has stimulated improvements in quality of care? Are any formal measures of impact used? Can you please provide 1-2 example(s) of how quality measurement stimulated quality improvement? Are you able to describe the impact, including intended outcomes and any unintended consequences?

In your opinion, who should be driving quality measurement, feedback and quality improvement? What types of people/positions should be involved?

What data sources should be utilised to operate the quality measurement?

How and when would health professionals receive the summarised information from quality measurement?

What technological supports would you need to support this system?

What are the major barriers and enablers to implementing an ideal system?

If you had a magic wand, and resourcing wasn’t an issue, what would you change about current quality measurement and feedback systems?