

Appendix 1: Interview Guide

Physician Risk and Support Factors via Medical Regulatory Authority (MRA) Experience

In conducting qualitative human science research, the individual interview serves as a way of accessing rich experiential knowledge about a variety of topics. The purpose of this semi-structured interview guide is to let the interviewee share their stories and experiences relating to risk and support factors for individual physicians and/or groups of physicians (e.g. clinics or other groups), and use the questions below as probes/reminders.

(Part 1): ORIENTING QUESTIONS / INTRODUCTION

A) Please tell me about your position at the College.

Probes: How would you define your position? What is your official job title? What department or unit do you work in? How long have you worked in this position? How long have you worked at the College? If you had to guess, how many practice or physician visits do you think you have made? Do you have any concurrent positions (e.g. are you also a practicing physician? Academic?)

B) How would you define a “high quality” doctor? How would you define a “high quality” practice or group?

Probes: What defines a high quality physician? What attributes might they and/or their practice have or exhibit? What defines a high quality group (practice, clinic, hospital group)? Can you describe what you think a high quality physician or a high quality group is? What makes a good team or group practice/clinic?

(Part 2): SUPPORT/PROTECTIVE FACTORS FOR PHYSICIANS AND GROUPS

C) Tell me about your experiences visiting high-quality physicians, or high-quality practices

Probes: Is there a specific physician or practice that stands out in your memory? What about this physician or practice stands out? What was the visit or assessment for? What attributes – either quantifiable (measurable) or qualitative (difficult to measure) did this physician or practice have? What protective factors do you think contribute to this physician or practice maintaining a high quality standard of care? Are the supportive or protective factors different when considering an individual physician, versus a group or clinic?

(Part 3): RISK FACTORS / OPPORTUNITIES FOR IMPROVEMENT

D) Tell me about your experiences visiting physicians in need of support, or an “at-risk” physician or practice

Probes: Is there a specific physician or practice that stands out in your memory? What about this physician or practice stands out? What was the visit or assessment for? What attributes – if missing – might raise concern about a particular physician or practice/group? What makes a toxic team or group practice environment? Are the risk factors different when considering an individual physician, versus a group or clinic? What supports might such physicians and/or their clinics/groups/practices benefit from?

(Part 4): RECOMMENDATIONS

E) Do you have any suggestions or recommendations on how the College might support or protect high quality physicians and practices?

Probes: What would specifically be of assistance to you in your role of physician assessor/practice visitor, in order to support or protect high quality physicians and practices? Do you have any other recommendations, or specific topics that you would like to discuss that we have not yet addressed?

THANK-YOU FOR YOUR TIME, IT IS GREATLY APPRECIATED!

