

Interview Schedule

The information collected will be demographic information and responses to the following questions.

A: ICU Resource allocation processes

Please describe how beds and resources are allocated in the ICU.

What positions have an input into these decisions?

What are the factors involved?

Does the process change as the ICU becomes busier?

B: Experience in the implementation process

Please describe when you became involved in the Escalation WPI that was implemented in the ICU.

If Involved

What was your role?

Why was the WPI developed?

What hopes did you have with the implementation of WPI?

What challenges did you think existed, did you have any concerns

If not involved

What have you heard about the Escalation WPI and Resilient Healthcare?

C: Work practice changes

How does your work at the hospital involve the ICU?

Tell me how the ICU impacts on your daily work routine

Are you aware of any change to your work practice due to the Escalation WPI implementation or Resilient Healthcare Education?

Are you aware of any change to the work practices of other staff as a result of the initiatives?

D: Team functioning

Describe your work team

Is there a clear leader?

What is your role in the team?

What are the challenges for the team?

What is it like for new staff members joining your team?

Did the Escalation WPI influence the way the team worked? How?

Did the Resilient Healthcare education influence the way the team worked? How?

Was there any change in the decision making process with the initiatives? If yes please comment on those periods when ICU resources were stretched.

E: Job satisfaction

How do you feel about coming to work each day, particularly on days with heavy ICU involvement?

Was there any impact of the initiatives on your job satisfaction?

Did the initiatives make any difference to the days when ICU resources were stretched?

Do you feel patient care was improved?

F: Patients and Families

What impact do you think the new initiatives will have on patients and families in the ICU?

What difference did the Escalation WPI have during these times? Was the performance of the ICU improved with the WPI?

Did information regarding Resilient Healthcare and skills required to work 'on the edge of chaos' influence your practice as the ICU workload increased?

Did information about Resilient Healthcare alter any other of your work practices?

What could be changed about the escalation WPI or information on Resilient Healthcare to further improve ICU performance?

G: Demographic Information

This information will not be linked to participants name. A number will be given to be used as a code reference for analysis purposes.

1. Gender
2. Profession
3. Role
4. Time since qualification to practice his profession
5. Time in this organisation
6. Time in ICU