

Patient / Family Interview Guide (Descriptive Phase)

INTRODUCTIONS and OVERVIEW

- Interviewer introduces him/herself (name, position, affiliations, professional roles and responsibilities, and interests.)
- Participant introduces him/herself (name, where from).
- Explain the purpose of the project and thank them for participating.
 - Transitions of patient care between healthcare providers is identified as an important process of patient care
 - Today I would like to discuss your [your family member's] recent experience with transfer from the intensive care unit to the hospital ward.
- I will ask you to reflect on your [your family member's] recent transfer from the intensive care unit to hospital ward. I am interested to know about what worked well and what did not work well with regards to the transfer. You may not want to reveal the exact nature of the admission to the intensive care unit and that is OK. Primarily I am interested in identifying patient and family member experiences with the transfer experience. I am hoping that you will be able to explain what is important and meaningful regarding patient transfer from your experience.
- From these interviews we will document a list of criteria that you and other people who participate in these interviews feel should be components of a standard practice for transferring patients from the intensive care unit to a hospital ward. From this list of criteria we plan to develop a tool to help make sure the needs of patients are met during transfer. This tool may become a standard that is used across Canada.
- During our interview today I will ask you to suggest criteria that you believe should always be available or included when a patient is transferred from the intensive care unit to a hospital ward.
- For each topic that we discuss, I will summarize the key criteria that you talk about to confirm that I understand correctly.
- This interview will take approximately 45 minutes. I hope that you will allow me to record our conversation today. Recording the interview allows me to be more attentive to our conversation and it also allows me to create a written record of the exact conversation, which I can return to in order to be certain that I have understood the conversation correctly. When we are finished this interview I will assign a participant ID to the transcript and all of your identifying information will be removed. Your responses will be kept confidential. I will give you some time to read the consent form and I am happy to answer any questions you may have about it or the study. Once you are comfortable, please sign the form and we can begin. Your participation is voluntary and you can remove yourself from the study at any time.

(Participant reviews and signs consent form)

- Before we begin, do you have any questions?

CLINICAL CONTEXT/PERCEPTIONS

1. Please think back to your experience [the experience of your family member] when you [he/she] was transferred from the intensive care unit to the hospital. Please tell me about the experience.

Prompts:

- a. What happened before the transfer (in the ICU)?
- b. What happened during the transfer?
- c. What happened after the transfer (on the ward)?
- d. What made it a good experience?
- e. What made it a bad experience?
- f. How did this experience [transfer from ICU to hospital ward] compare to other hospital experiences you [your family member] has had
 - a. Why?
 - b. How?
- g. Did you have any concerns during the transfer experience?
 - a. How were they addressed?
- h. How did the care you [your family member] received while you [your family member] were in the intensive care unit differ from the care you [your family member] received on the hospital ward?

(Recap discussion)

DECISION MAKING

2. Please think about the moment when you learned that you [your family member] were/was going to be transferred from the ICU to the hospital ward.

Prompts:

- a. Were you involved in the decision making process?
- b. How did you learn about the transfer?
- c. How did you feel about the transfer?
- d. Did you feel that you [your family member] was ready for the transfer?

(Recap discussion)

COMMUNICATION / PATIENT-PROVIDER RELATIONSHIP

3. Please think about the information you were given from the medical team about the transfer from the intensive care unit to the hospital ward.

Prompts:

- a. Please tell us about the information you were provided with.
 - a. What information was provided to you while you [your family member] was in the ICU?
 - b. What information was provided to you while you [your family member] was on the ward
 - c. How was information provided to you?
 - i. In the ICU

- ii. On the ward
 - d. Was the way information was provided to you useful?
 - i. In the ICU
 - ii. On the ward
- b. Did you get the information you needed?
 - a. In the ICU?
 - b. On the ward?
 - c. What other information did you need?

(Recap discussion)

AFTER TRANSFER TO THE WARD

- 4. Please think about what it was like when you [your family member] first arrived on the ward.

Prompts:

- a. Did you [your family member] get an orientation to the ward?
 - i. Was it useful to you?
 - ii. What else did you need to know about the ward?
 - iii. What happened when you [your family member] got to the ward?
- b. Did you develop a relationship with care providers on the ward?
 - i. How were these relationship?
 - ii. How did these relationships compare to relationships you developed while you were in the ICU?
- c. Was there any harmful event or error that occurred in your [your family member's care] after you [he/she] arrived on the ward?
 - i. What was the nature of this event?

(Recap discussion)

QUESTIONS / CONCLUSION

To wrap up here are the major things that we discussed today.

(Recap all of the discussions)

- 5. Of all of the things we talked about today please identify for me what you would consider the three most important things that could improve patient transfer from ICU to hospital ward.

Prompts

- a. Why did you choose these three things?
- Ask if there are any questions about the research project, this interview, or what happens next
 - Thanks the participant again for participating.