

Provider 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).
- Thank you, [NAME] for making the time in your busy schedule to meet with me today. I appreciate your participation in an interview to learn about your experience with the transfer of patients from the Intensive Care Unit to a hospital ward.
- This interview will take approximately 30 minutes. I hope you will permit 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 your 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 EXPERIENCE WITH PATIENT DISCHARGE

1. Can you describe to me a recent experience you had when a patient was transferred from the intensive care unit to a hospital ward?

Prompts:

- a. What happened during the transfer?
 - i. In your opinion, was this a typical transfer from the intensive care unit to hospital ward?
 - ii. How were you involved in the decision that the patient was ready for transfer from intensive care unit to hospital ward?
 - iii. In your opinion, was this patient ready to be transferred from the intensive care unit to the hospital ward?
- b. Can you tell me what a typical transfer from the intensive care unit to hospital ward is like?
- c. From your experience, what works with the current process of transferring patients from the intensive care unit to a hospital ward?
- d. From your experience, what does not work?

COMMUNICATION BETWEEN PROVIDERS

2. I would like to ask you about communication during the transfer process. Can you describe to me what you as a [PHYSICIAN / NURSE] needs to communicate in order to transfer [ACCEPT] patient care from the intensive care unit to a hospital ward?

Prompts:

- a. What information do you think is pertinent to follow the patient from the intensive care unit to the hospital ward?
 - i. What is the best way to convey this information?
- b. How do you as a [PHYSICIAN/ NURSE] transfer [RECEIVE] information about patient care to [FROM] the other provider?
 - i. Who do you normally communicate with?
 - ii. How is communication normally done?
 - iii. Is there normally face-to-face communication
 - i. Why? Why not? What constrains face-to-face communication
 - ii. Is face-to-face communication effective?
 - iv. Is information exchanged electronically?
 - i. How so?
 - ii. Is it effective?
 - v. Is information exchanged through paper patient records?
 - i. Is it effective?
 - vi. How could communication be better?
- c. Does your [INTENSIVE CARE UNIT / WARD] use guidelines, protocols or checklists to assist with transferring patients from the intensive care unit to a hospital ward?
 - i. Please describe these tools.
 - ii. Are these tools electronic or paper?
 - iii. Are these tools effective?
 - i. Why?
 - ii. Why not?

COMMUNICATION WITH PATIENTS / FAMILIES

3. Please think back to your recent experience when you were involved with the transfer of a patient from the intensive care unit to hospital ward. How was the family involved with the transfer process?

Prompts:

- a. What was communicated to the patient and/or family regarding the transfer?
 - i. Who provided this communication?
 - ii. How was it provided?
 - iii. Were you involved in this communication
- b. What could make communication with patients and families better with regards to transfers from intensive care unit to hospital ward?

SYSTEM FACTORS AS FACILITATORS AND BARRIERS

4. From your experience, what are important system-level factors that influence patient transfer from intensive care unit to hospital ward?

Prompts:

- a. What are barriers to good transfers between the intensive care unit and hospital ward?
- b. What could be done to make transfers from the intensive care unit to hospital ward better at your hospital?
- c. What could be done to make transfers better from the intensive care unit to hospital wards within the system (region/province) that your hospital works in?

DEVELOPMENT OF A TOOL

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?
- b. How would you rate these in order of importance?
- c. Why are these important?

QUESTIONS / CONSLUSIONS

- These are all the questions I have for you. Do you have any questions for me about the research project or interview?
- Is there anything you would like to add in light of what we have been talking about?
- Is there anything you thought I would ask but did not, or anything else that you think is important for us to consider?
- Thank you for your input and participation in this interview. We appreciate that you took the time to talk to us.