

Appendix 1

Programme and Interview Guide - Forum Play and Group Interviews

The overarching topic of the day:

To clarify how the most important and closest link to the patients in the home care setting (i.e. AN) deals with emerging situations in everyday work to ensure safety.

"Emerging situations" means situations in everyday work that are not possible to foresee and plan for.

- 12.45 Introduction – whole group
Warm-up drama exercises and reflections in pairs and with the group:
- about your expectations of the day.
 - about critical and unexpected situations in which you experienced there were no work routines to follow.
 - about what you thought, feel, and acted in those situations, and how it turned out for the patient.
- 13.30 Forum Play based on the scenarios from the Introduction – whole group
- One smaller group (3-4 persons) presents/acts a chosen scenario to the rest of the group (the audience).
 - The second time the scenario is presented, the audience has the assignment to stop the scenario whenever they feel that the scenario goes wrong.
 - One person from the audience chose a role that he/she wants to exchange, and the scenario is repeated, but this time, the person from the audience changes the scenario by acting in another way to improve the outcome.
 - The audience reflects upon what happened in the new scenario, how it was for the patient/relative/assistant nurse, and what we can learn from the new scenario?
 - The next group presents their scenario.
- 15.00 Group interviews – three groups with eight participants and one moderator in each group.
- Interview themes that will be followed up with probing questions:
- What situations have you felt insecure/unsafe/left alone in my decisions?
 - How did you think, feel, and handle the unexpected caring situations?
 - What can you do in unexpected caring situations to ensure/create safety for the patient/relative/yourself?
 - What possibilities do you have to act when something unexpected happens?
 - How do you want the communication in the home-care organization to work to feel involved and safe in your decisions?
- Examples of follow-up questions:
- What do you mean when you say...
 - In what way ...
 - Can you explain more...
 - What do the rest of you in the group think when you hear...