

## **Interview guide:**

### **EMS managers and medical directors' interviews: an interview guide**

You can reflect all your answers to your own organizations' policies. We do not report any organization information in the article.

- 1. Tell me what patient safety is and how it appears in the EMS?**
- 2. In your point of view, what things/ factors makes patients feel safe in the EMS?**
- 3. What could cause fears/ feelings of insecurity to the patients?**
- 4. In your own work, how could you include patients to develop patient safety in the EMS?**
- 5. How can patients communicate about their safety concerns, excellence, and development ideas?**
- 6. How are patients supported in case of adverse events?**
- 7. How do you want to or how could you develop patient safety in the EMS so that it promotes the patients' sense of safety / reduces the patients' fears?**
- 8. What else do you want to say about patient safety in the EMS?**

#### **Supporting questions if necessary:**

- Can you describe more?
- Can you give me an example?
- Tell me more?

