

## Supplementary File 2

### Observational Data Guide

#### General non- participant observations

##### ED layout and organisation

- Physical design of the AED
- Structure of staffing groups

#### Observational process mapping

- Directly record steps taken in the patient journey
- Observe what is happening to, for and around the patient
- Review of maps: any issues related to the steps in the process

**Staff informal field interviews** *Note: day, date, shift, AED area, staff level, years of experience, qualifications*

1. Patient flow

- Understanding of patient flow and crowding
- Factors that affect patient flow and how these affect flow

2. Identifying value added steps in the AED patient journey

- What matters most to the clinician in the patient journey and why
- Steps that are not valuable/useful/important in the patient journey and why

#### Patient informal field interviews

*Note day, date, AED area, staff present*

1. General experience

- Reason for coming to AED; if they considered going somewhere else
- Describe the general experience thus far

2. Exploring value added steps in the patient journey

- Which step(s) was most useful to the patient and why
- What mattered most to the patient in the journey and why

