

TOPIC GUIDE STAFF INTERVIEWS PRE-IMPLEMENTATION

1. Participant's role and association with the unit
2. Describe the escalation process
3. Describe own role in the escalation process
4. Deeper exploration of:
 - a. Monitoring system
 - i. Manual versus electronic monitoring
 - ii. Frequency – how is this determined
 - iii. Who are the users – HCAs versus registered nurses
 - iv. Actions and skills required of users
 - v. Availability and location of information – bedside, ward, organisation
 - vi. Family involvement
 - vii. Perceptions of strengths and weaknesses of current system
5. Recording system
 - a. Paper versus electronic
 - b. Actions and skills required of users
 - c. Users and practices – who does it, value etc
 - d. Display of information – whiteboards, medical record
 - e. Availability and location of information – bedside, ward, organisation
 - f. Family involvement
 - g. Perceptions of strengths and weaknesses of current system, what works well and what could be improved
6. Trigger/alert system
 - a. Manual-automatic
 - b. Actions/decisions required of users
 - c. Who activates? How?
 - d. Wider strategies to ensure situational awareness in unit
 - e. Family involvement
 - f. Perceptions of strengths and weaknesses of current system, what works well and what could be improved
7. Activation system
 - a. Escalation policy
 - i. Reach - hospital wide versus ward
 - ii. Who does what?
 - b. Use of communication tools – SBAR
 - c. Perceptions of strengths and weaknesses of current system, what works well and what could be improved
8. Response system
 - a. Graded response
 - b. Perceptions of strengths and weaknesses of current system, what works well and what could be improved
9. Reinforcement system [normalisation]
 - a. Handover
 - b. Team meetings
 - c. Ward rounds
 - d. Safety and situational awareness processes
 - e. Ward culture
 - f. CPD/induction

- g. Clinical incident reporting
 - h. Mortality review meetings
 - i. Audit and governance system
 - i. Which activities in rescue trajectory are consequential
 - ii. Which activities in rescues trajectories are audited
 - iii. Frequency
 - iv. Feedback
 - v. QI
 - j. Perceptions of strengths and weaknesses of current system, what works well and what could be improved
10. Barriers and facilitators to intervention
 11. Perceptions of how barriers would be overcome
 12. One most important thing to take into account when implementing a new system