

IRB-Approved Interview Guide—Unit, Service, Facility

Sample Interview Guide: Key Informant Interviews

Aim 2 – Part 1: IIR 15-438

Duration: 30 minutes

Instruction to interviewer

Use this as a general guide. Be responsive to the interviewee, and feel free to change the order of questions to support conversational flow. You may not have time to get to all questions, however aim to cover content in each of the four sections shown below. Especially seek out concrete examples of inpatient unit management decision-making and associated existing or desired data use. As the research team determines that themes are saturated across interviews, content areas may need to be emphasized or de-emphasized. Emerging themes may shape areas of exploration in future interviews.

Warm-up and rapport building

- What is your current role at VA?
- How long have you worked in your current role? How long have you worked at VA?
- Describe your role at the VA.
 - Follow-up: What does your typical week look like?

General use of inpatient-unit data

- How do you currently access and use inpatient-unit data in your role?
- What are your current challenges in relation to reporting?
- What goals do you have in your role and how can data help?
- What metrics related to inpatient units do you currently look at?
- What other metrics would you like to see?
- What are the top questions you want answered from inpatient-unit data?

Scenario-based exploration of contextual factors

- What responsibilities do you have related to **inpatient staffing**?
 - Thinking about a recent occurrence of an important decision you make related to inpatient staffing, can you describe the decision and walk me through the decision-making process that you used?
 - Follow-up: What data, if any, were helpful to you in making your decision? How did you access the data?
 - Follow-up: What additional information would have been useful to have at the time you were making the decision?

- Follow-up: What prevented you from having this information at the time of the decision?
- What responsibilities do you have in establishing or maintaining a healthy **inpatient workplace climate**?
 - Thinking about a recent occurrence of an important decision you make related to establishing or maintaining a healthy inpatient workplace climate, can you describe the decision and walk me through the decision-making process that you used?
 - Follow-up: What data, if any, were helpful to you in making your decision? How did you access the data?
 - Follow-up: What additional information would it have been useful to have at the time you were making the decision?
 - Follow-up: What prevented you from having this information at the time of the decision?
- What responsibilities do you have related to **inpatient quality improvement efforts**?
 - Thinking about a recent occurrence of an important decision you make related to inpatient quality improvement, can you describe the decision and walk me through the decision-making process that you used?
 - Follow-up: What data, if any, were helpful to you in making your decision? How did you access the data?
 - Follow-up: What additional information would it have been useful to have at the time you were making the decision?
 - Follow-up: What prevented you from having this information at the time of the decision?

Dashboard design requirements

- Imagine having a dashboard with data displays tailored to your specific role. What would you want to see? Consider existing data you would want included as well as data that are cumbersome to access or unavailable to you currently.
 - Follow-up: For what time-frame would you want this information: past values, real-time values, future forecasted values?
 - Follow-up: What analytics would you like incorporated into the dashboard? An example of this could be information about outcomes associated with different staffing levels, or comparisons between similar types of units.
 - Follow-up: How might this dashboard look differently for long-term or short-term decision-making?

****Before end of call, please ask the participant if there is another person they would recommend to interview****

IRB-Approved Interview Guide—VISN, National; Includes Questions About COVID-19

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Warm-up and rapport building

- What is your current role at VA?
- How long have you worked in your current role? How long have you worked at VA?
- Describe your role at the VA.
 - Follow-up: What does your typical week look like?

General use of inpatient-unit data

- For what purpose do you use inpatient-unit data in your role?
- How do you currently access and use inpatient-unit data in your role?
- What are your current challenges in relation to reporting?
- What goals do you have in your role and how can data help?
- What metrics related to inpatient units do you currently look at?
- What other metrics would you like to see?
- *What are the top questions you want answered from inpatient-unit data?

Scenario-based exploration of contextual factors

- What responsibilities do you have related to **inpatient staffing**?
 - Thinking about a recent occurrence of an important decision you make related to inpatient staffing, can you describe the decision and walk me through the decision-making process that you used?
 - Follow-up: What data, if any, were helpful to you in making your decision? How did you access the data?
 - Follow-up: What additional information would have been useful to have at the time you were making the decision?

- Follow-up: What prevented you from having this information at the time of the decision?
- What responsibilities do you have related to nurse staffing and bed availability planning during the surge for the COVID-19 pandemic?
 - Thinking about a recent occurrence of an important decision you make related to nurse staffing and bed availability planning during the surge for the COVID-19 pandemic, can you describe the decision and walk me through the decision-making process that you used?
 - Follow-up: What data, if any, were helpful to you in making your decision? How did you access the data?
 - Follow-up: What additional information would have been useful to have at the time you were making the decision?
 - Follow-up: What prevented you from having this information at the time of the decision?
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- What responsibilities do you have related to **inpatient quality improvement efforts**?
 - Thinking about a recent occurrence of an important decision you make related to inpatient quality improvement, can you describe the decision and walk me through the decision-making process that you used?
 - Follow-up: What data, if any, were helpful to you in making your decision? How did you access the data?
 - Follow-up: What additional information would it have been useful to have at the time you were making the decision?
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Dashboard design requirements

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 - Follow-up: For what time-frame would you want this information: past values, real-time values, future forecasted values?
 - Follow-up: What analytics would you like incorporated into the dashboard? An example of this could be information about outcomes associated with different staffing levels, or comparisons between similar types of units.
 - Follow-up: How might this dashboard look differently for long-term or short-term decision-making?
 - Follow-up: How is what you have described similar to or different from what is currently available to you in SAIL?
 - Follow-up: How might this look differently for nurse staffing and bed availability planning during the surge for the COVID-19 pandemic?
- Imagine having a dashboard with data displays tailored to serve the needs of your clients. What would you want to see? Consider existing data you would want included as well as data that are cumbersome to access or unavailable to you currently.
 - Follow-up: Based on your experience responding to requests for information, what are the challenges you might have when building such a tool?
 - Follow-up: For what time-frame would you want this information: past values, real-time values, future forecasted values?
 - Follow-up: What analytics would you like incorporated into the dashboard? An example of this could be information about outcomes associated with different staffing levels, or comparisons between similar types of units.
 - Follow-up: How might this dashboard look differently for long-term or short-term decision-making?

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