

Additional file 1

Interview guide questions for healthcare workers

1. What is your role and how long have you been doing this?
2. Who are the colleagues you work most closely with, and how do you describe your working relationship with (physicians, nurses, pharmacists, others)?
3. To what extent is patient safety a priority for your hospital? And, what do you think the main priorities in terms of improving patient safety? What changes would like to see?
4. In your opinion what are the important medication safety problems encountered in your hospital? What kinds of medication related issues worry you the most?
5. What sorts of mistakes/things and medication-related problems going wrong occur most commonly?
6. What do you think are the causes of these problems? And how can these be prevented?
7. How does medication safety relate to your work? Are you involved in medication safety activities? What are the strengths and challenges of your hospital in terms of improving medication safety?
8. Are there any medication safety initiatives in place that you are aware of? If so, how much successful is it/ are these? What type of patient safety strategy do you want to be implemented in your hospital?
9. How do you think about the safety of patients at your practice site, and any measures you have taken to ensure the safety of patients?
10. Could you please tell us how you personally involved in patient safety management
 - A) When you make mistakes, do you report these? Why?
 - B) How do you respond when/ if you find others doing things ‘wrongly’?
 - C) How do you discuss adverse drug events with patients?

D) Could you share any medication-related adverse event examples you are aware that have occurred in your practice site.

11. What are the roles for other healthcare professionals in patient safety?

Interview guide for patients

Thank you for participating in this survey.

1. What types of services did you receive during your recent visit to the hospital?
 - A. Are you satisfied with the services? Why? (Or Why not?)
 - B. Did you attend other health organizations (other than this hospital) for the same health problems? When and Why?
2. Why did you choose this particular hospital?
 - A. What do you think about the quality of services provided by the hospital?
 - B. Who referred you to this hospital?
3. Did you have any concerns about your safety when you visited the hospital?
 - A. What were your concerns?
 - B. What were you aware of?
 - C. What have you done to make sure you are safe?
 - D. What do you think you can do better to ensure your safety?
 - E. What do you think the hospital can do (or do better) to ensure your safety?

As you know, medicines sometimes cause harm to patients, even without an error being made by a health care professional.

4. Did your doctor, nurse or pharmacist discuss with you the potential adverse impact of your medicines?
 - A. Have you experienced this before?
 - B. Was it easy to understand?
 - C. Did you have to make a decision about taking your medicines? How did you make that decision?
5. Have you experienced or noticed any mistakes/medication errors in your recent visit to the hospital?

- A. Who do you think should be responsible for the problems?
 - B. Do you think the problems preventable? If yes, why and how? If not, why?
 - C. How did the hospital respond to the problems?
 - D. Are you satisfied with the way the hospital handle these problems? Why?
6. What measures are you most satisfied in relation to patient safety?
- A. What was done?
 - B. Who did it? How?
 - C. Why are you satisfied?
7. Have you been consulted about how to improve quality use of medicines?
- A) What suggestions did you make?
 - B) Did you think they were considered by the hospital?
8. How do you think the hospital can do better in patient safety?