Interview Guide 1

Introduction

1. Introduction
   Thanks for agreeing to participate … We are conducting a needs assessment for the ACES course (introduce the project). Consent.

2. Background
   a. Goal of the ACES course - provide the learner with the necessary knowledge, skills and attitude to recognize and manage a patient who is acutely and critically ill in the first hour of presentation
   b. Modality of the ACES course - multimodal: e-learning, book, case seminars, technical skill workshop, simulation, and bedside tools
3. Purpose of the needs assessment
   a. Interest expressed by various groups to customize the ACES course to a specific population
   b. Facilitate the dissemination of the course across Canada
   c. Exploring interest in an interprofessional course
   d. Explore business models that would facilitate dissemination
   e. Explore peer-review process and means of promoting academic contributions of faculty
4. Please let us know if you are NOT in a position to answer some of the questions (e.g. vice-dean discussing weaknesses of residents during resuscitation)
5. Interview will be recorded; all information will be kept confidential

Demographics

1. What is your professional designation?
2. What are your current roles?
3. Can you let me know what type of institution you work in (Community Hospital, Secondary, Tertiary, and Quaternary)?
4. When it comes to responding to a crisis, what is the usual makeup of the team in your institution?
5. Are you familiar with the ACES course? Have you participated or taught an ACES course?

Content

1. When it comes to responding to a crisis, what are the team's strengths?
2. When it comes to responding to a crisis, what are team's weaknesses?
3. Probes
   a. What about (mention any members of the team that have not been addressed)

4. At the end of the course, the learner should be able to…….. (Please list the 5 most important performance objectives)
5. Is there anything else that you can think of that we have not discussed?

Course format

1. Do you think that pre-course on-line content would be useful?
    a. Do you anticipate that you or your learners may have any problems accessing online material?
    b. What is the purpose of having pre-course on-line content?
        i. Teaching knowledge, decision-making, other?
        ii. Preparation for the face-to-face course
        iii. Assessment of learners?
        iv. Others
    c. What should be the duration of a pre-course on-line session?
    d. Should the pre-course on-line content be mandatory?
        i. If so, can you think of ways to ensure your or your learners compliance with mandatory online content?

2. Do you think that post-course on-line content would be useful?
    a. Would it be useful for you to have access to the pre-course on-line content after the course for further revision? How long?
    b. What is the purpose of having post-course on-line content?
        i. Teaching knowledge, decision-making, other?
        ii. Preparation for the face-to-face course
        iii. Assessment of learners?
        iv. Post-course assessment of knowledge retention
        v. Others
    c. What should be the duration of an on-line session?
        i. Post face-to-face course
    d. Should post-course on-line content be mandatory?
        i. If so, can you think of ways to ensure your or your learners compliance with mandatory online content?

3. Do you think that the program should have a face-to-face course?
    a. How long should the course be?
    b. What should be the preferred modalities?
        a. Simulation?
        b. Case-based seminars?
        c. Technical skills workshops?
        d. Didactic lecture?

        e. Other?
- c. What should be the relative proportion of time spent for each modality?
    - a. Simulation?
    - b. Case-based seminars?
    - c. Technical skills workshops?
    - d. Didactic lecture?
    - e. Other?
- d. Should the pre-course material be reviewed during the face-to-face course?
- e. What should determine the instructor to participant ratio?
    - a. Simulation?
    - b. Case-based seminars?
    - c. Technical skills workshops?
    - d. Didactic lecture?
    - e. Other?
- f. Tell me what you think about making this course interprofessional…
    - a. What would be the advantages?
    - b. What would be the challenges?

4. How complicated is it for your institution/organization to organize a course that contains a large components of simulation training?
   - a. Do you have access to simulation laboratory with the required equipment?
   - b. Do you have access to simulation engineer
   - c. Do you have trained instructors
   - d. Do you have course co-coordinators with experience delivering such courses

Market analysis
1. What do you like most about the ACES course?
2. What changes would most improve the ACES course?
3. Do you know of competing courses currently available?
4. What do you like the most about these other courses?
5. What changes would most improve these other courses?
6. If you are not likely to deliver the ACES course, why not?
7. What would make you more likely to deliver the ACES course?
   - a. Is costing an issue?
   - b. Are difficulties delivering the ACES course an issue?
       - i. Low participants to instructor ratio
       - ii. Space
       - iii. Equipment

          iv.   Personnel (simulation engineer, trained actors, course coordinator)
8. Imagine that you are tasked to widely disseminate this course in order to improve patient care. Can you think of a business model that would favor wide dissemination?
    a. Keeping in mind that there is a cost related to the development and dissemination of the material.

Peer review process

1. Do you have any suggestions on how to best organize and facilitate the peer-review process?
    a. Initially
    b. On an ongoing process

Recognition

1. How could the Royal College best recognize your or your institution's contributions in the creation and delivery of the ACES course?
    a. Would it help if creators were informed of their material evaluations and extent of dissemination? How often?
    b. Would including the sums invested in the completion of the project be useful as a means of recognition?

Interview Guide 2

Volunteer Engagement in the ACES program

- Target – Leadership within the organization and some Volunteer Physicians
- Introduction, Confidentiality, Consent

Leadership Questions:

1. What is your role in the ACES program?
2. How do volunteers impact the program?   Has this changed over the years / history of the program?
3. Who are the volunteers?
4. Where are they located?
5. What roles do volunteers perform?
    a. *Probe – development, delivery, administration, promotion of the program, etc. Specifically link to the conceptual framework*
6. Are there more ways that you envision them being involved?
7. Why do you think physicians volunteer their time with the ACES program?
    a. *Probes: To be completed -*
        i. *Behavioural*
        ii. *Emotional*
        iii. *Cognitive*
            1. *The challenge of the activity? Or mastering challenging / difficult ideas/skills/tasks?*
8. How are they currently recruited?
9. What are the barriers to recruitment and retention of volunteers?
10. What are the facilitators to recruitment and retention of volunteers?
11. How are they rewarded/appreciated for their contribution?
12. How do you see the ACES program evolving and how will this impact the volunteers? Impact the need for volunteers?
13. If a need for more volunteers is identified - Any solutions to increasing capacity and retention?

Questions regarding your volunteer involvement

14. Do you volunteer time with the ACES program?
15. What activities / role do you perform as a volunteer?
16. Why do you volunteer?
17. How is your contribution acknowledged?

Volunteer Questions:

1. What is your role in the ACES program?
2. How long have you been a volunteer with ACES?
3. How did you become involved with ACES?
4. Why do you volunteer?
   a. *Probes:*
      i. *Behavioural*
      ii. *Emotional*
      iii. *Cognitive*
         1. *Do find this work challenging? by the activity and or your involvement? Or mastering challenging / difficult ideas/skills/tasks?*
   b. What specifically – ie, what part is challenging? What part do you 'love'? what part are you most 'interested' in?
5. Have you ever considered increasing your involvement with ACES?
6. Have you ever considered decreasing or discontinuing your involvement with ACES?
7. Are there factors that maintain your involvement with ACES?
8. What improvements could be made to better meet your needs as a volunteer with the organization?