Appendix 1 Sample of BENCH-CAN semi-structured interview topic list and questions

1. Quality Control

Indicator 3.2a Strategies/systems for quality improvement

Questions: - You say that the quality manager sets the goals for quality management and that this is audited externally. How does this work?

- QC referents, do they have a medical background? Are they fulltime available for quality control?

Indicator 3.4a Adverse event analysis

Questions: - Adverse event / near misses system. Please explain how this works

- What is included?

- Who are allowed to notify?

- Is everybody notifying?

– Can a notifier see what is happening with the notification?

– What is done with the notification (also frequency)?

– Please describe a top 3 most identified items

- Within what timeframe irregularities investigated?

- Where do employees get the forms or is notification digitally?

Indicator 3.4b Results adverse events analysis

Questions: Are patient complaints anonymous? Is the care giver named in the complaint?

Indicator 8.1 Incidents with hazardous materials and products 2012

Questions: - What kind of incidents were these?

2. HR

Indicator 2.2a Types of education that are offered by your institute (in house)

Questions: - Could you please describe which courses are offered inhouse and which external?

- Is there a set budget for following external education?

- Who approves the requests for external education?

- Is there a policy to exchane information from courses?

Indicator 2.2b Education-needs analysis

Questions: - Is there a link with requirements for the accreditation for professionals by

external regulatory bodies

- Could we see the form?

Indicator 2.2c Staff training on quality and risk management is provided to all staff

Questions: - What is taught within the quality assurance training?

Indicator 2.4 Sick-leave registration

Questions: - Is this information communicated to the departments?

- Is it discussed in meetings?

3. IT

Indicator 4.3a The institute has a digital system (that stores diagnostic, treatment and outcome data etc. on each patient)

Questions: - Please draw a figure that shows how the systems are related to each other

- Please describe wheter the systems are standard packages or have been developed by/for the Institute?

– Number of staff working in IT department

4. Head of Research (or Head of a Research Department)

Indicator 3.1b Research portfolio

Questions: - How is decided on which tumors to focus?

- Can the institute decide by themselves how much money to spend on each research program or is this mainly set by external parties?

Questions: - Could you please describe the organizational structure of research at your center?

- Research groups(PI, MD, non MD, PhD's)
- Supportive services (Patent office etc.)

5. Head of Clinical Department (or Head Physician/Nurse)

Indicator 3.3b medication management

Questions: - Is prescription of chemotherapy/opiats checked by 2 physicians?

        – Before administering the chemotherapy do 1 or 2 nurses check the prescription?

Indicator 4.2c Transition protocol

Questions: - Are there rules for patients discharge?

        - If the patient goes to another care facility how is the communication with this other facility organized or is this done by the patient himself?

Indicator 5.2 Guideline access

Questions - How are guideline translated to daily practice use(protocols etc.)?

        - If there is some deviation from the guideline is this registered?

        - What is done with the registration mentioned above?

        - US or EU guidelines?

Indicator 5.3 Ensuring patient safety

Questions: - Who performs the audits?

        - On which basis are operational procedures updated?

Indicator 5.5 follow up system

Questions: - Organized by specialty or tumour type?

        - Included in guidelines?