

RESOLVE INTERVIEW GUIDE

Introduction

Explain the research: That is, we are interested in your experiences whilst using outcome measures in routine palliative care practice with a view to creating support/training packages to assist with their implementation.

Icebreaker: Recap demographic information sheet with participant.

General views and experiences of outcome measures

- 1) To start, it would be useful to discuss what outcome measures mean to you within palliative care?
- 2) What do you think about using outcome measures in palliative care?
 - Can you tell me more about why you feel this way?
- 3) Can you talk to me about how you use outcome measures at work?

Yes	No
<ul style="list-style-type: none"> • What outcome measures do you use? • How often do you use them? • How did you get started using outcome measures here at the hospice? • If any, what training and/or experience have you had in the use of outcome measures? <ul style="list-style-type: none"> ○ Courses <ul style="list-style-type: none"> • Which ones and where did you access them? ○ Training at the hospice <ul style="list-style-type: none"> • Who undertook the training for you? • How long did it take? 	<ul style="list-style-type: none"> • Why not? • Have you used them before?

<ul style="list-style-type: none"> • Was it just at induction or who helps you with ongoing updates? • Shared knowledge (e.g., from co-workers, or during MDTs) 	
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Use of outcome measures

Collection/recording

Yes	No
<ul style="list-style-type: none"> • Can you talk me through the process of how you collect outcomes data during practice? • How do you find this process? <ul style="list-style-type: none"> • Do you feel as though you've experienced any challenges to collecting outcomes data? • Why do you feel this? Can you give me examples? • What do you think needs to be in place to address these challenges? • Does the team and setting that you work in influence your use of outcome measures? • Are there any beliefs or attitudes among your team that has supported your use of outcome measures? <ul style="list-style-type: none"> ○ How; probe for examples? 	<ul style="list-style-type: none"> • What patient information do you collect? <ul style="list-style-type: none"> ○ How do you collect it? • In your role [name role], have you experienced any challenges to collecting outcome measures in practice are? <ul style="list-style-type: none"> • Why do you feel this? Can you give me examples? • What do you think needs to be in place to address these challenges? • Do you think that you could use outcome measures in the team and setting that you work? • Are there any beliefs or attitudes among your team that has hindered your use of outcome measures? <ul style="list-style-type: none"> ○ How; probe for examples?

Transfer (e.g., getting them onto a system)

Yes	No
<ul style="list-style-type: none"> • Do you know what systems you use to store outcomes data? <ul style="list-style-type: none"> ○ What's the process of transferring data onto these 	<ul style="list-style-type: none"> • Why? <ul style="list-style-type: none"> ○ What are the challenges you face?

<p>systems?</p> <ul style="list-style-type: none"> ○ What are your views on this process? <ul style="list-style-type: none"> ● Are you able to collate and extract data in your current role? <ul style="list-style-type: none"> ○ If so, how? And how do you use this collated data? ○ If not, why (i.e., what are the challenges to this)? ○ What support is needed to help with this? 	<ul style="list-style-type: none"> ○ What do you feel needs to be in place to address these challenges? <ul style="list-style-type: none"> ● If you were to use outcome measures, what systems would need to be in place?
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Feedback (to patients and also at a service level)

Yes	No
<ul style="list-style-type: none"> ● Is using outcomes data useful? ● How do you use outcomes data in guiding care? <ul style="list-style-type: none"> ○ At the patient level (e.g., caring for/addressing needs of individual patients)? ○ At the service level (e.g., collating patient data to evaluate services)? ● Are there challenges that you have experienced in using outcomes data? <ul style="list-style-type: none"> ○ With patients? ○ Within teams (e.g., during MDTs) ● Would you like to shape or use the Outcome Measures in a different way? 	

Training Needs

What training do you feel would be helpful in assisting with the routine collection, transfer and feedback of outcomes data?

- In what form would training needs be best addressed? (e.g., computer learning, paper-based, training session?)

Do you think that any alternations need to be made in order for outcome measures to be more meaningful/improve practice?

What do you feel would be needed to sustain the implementation and use of outcomes data in the long term in your workplace?

Thank for their participation and ask if they have any questions.