

## INTERVIEW GUIDE

### OCCUPATIONAL HEALTH'S ROLE IN COVID – NEEDS ASSESSMENT AND LESSONS LEARNED INTERVIEW GUIDE

#### BACKGROUND

What is your role?

*[Appreciative Inquiry]*

What did you like best about your job prior to COVID? Why did you go into occupational health?

#### CHANGE IN PRACTICES WITH COVID

*[Forensic experiential trauma interview]*

This has been a completely unexpected and transformative time. There was a VA policy announced in middle of March (the 15<sup>th</sup>) that put Occupational Health in the middle of employee healthcare and safety. Tell me about your experience since hearing about this policy.

What did you do first?

What would you have wanted to do differently?

#### IDEAL

What is your ideal approach to managing Occupational Health now that we have some experience with a global pandemic?

What helps you move towards this ideal?

What barriers keep you from this ideal?

#### INFORMATION

What resources do you use to keep up-to-date about new policies?

Are you aware of the forum?

Where do you get your information about COVID?

How about the VA's response to it nationally? and locally?

How useful do you find these resources?

How have you been communicating new policies with stakeholders?

How are you integrating emerging evidence into practice?

#### POLICIES

What policies have you been able to use or adapt?

What has been your process for adapting these policies?

What additional policies are needed at the national, VISN, and local levels?

#### STAFFING

What staffing model do you use?

What would be the appropriate staffing model for managing a pandemic like COVID?

#### SERVICE ALIGNMENT

What service is occupational health aligned with at your facility?

Has this ever changed?

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Are changes in service disruptive?  
What service should occupational health be aligned with?

### **FLU SEASON PREPAREDNESS**

How are you planning to deal with flu and COVID-19 at the same time?  
How, if at all, have you updated approaches for PPE and environmental safety related to flu season?

### **PPE and MASK N95**

What are your local protocols for PPE and masks?  
How have these changed over time? What triggered their change?

### **TELEWORK**

How has telehealth impacted occupational health?  
How, if at all, are you preparing for any mental and/or physical health changes from increased telework?

### **LIGHTNING REPORT**

What's working about how your local occupational health group is managing new responsibilities with COVID?  
What needs to change for you in order for you to provide better occupational health care?

### **SILVER LININGS**

Have there been any benefits from COVID in your role or Occupational Health?

### **SNOWBALL**

Who else should we talk to about the role of Occupational Health and COVID?