

Supplementary Material

Evaluation and Effectiveness of a Two-Day Dementia Training Program for Hospital Staff Working in an Emergency Department

The Supplementary Material comprises interview guides of the interview phase. The interview guides consist of main questions and alternative questions, as well as additional example sections and requests for justification.

Interview Guide – Employees (Pre-Interviews)

Introduction: Thank you very much for your willingness to take part in the interview. I would like to talk to you about your work with people with dementia in the emergency department. To that, I will ask you some questions. Please speak as freely and unconstrained as possible.

1. If you think about working with people with dementia, what is the first thing that comes to your mind?
 - 1.1 How do you feel about working with people with dementia in the emergency department?
2. What problems and challenges have you encountered in your work with people with dementia?
 - 2.1 What are the difficulties in the handling and care of people with dementia?
 - 2.2 Are there particularly challenging behavior patterns you observe in people with dementia? If so, are you affected by these?
3. In your view, what should be changed to improve the care and treatment of people with dementia?

4. Do you believe you do something particularly well in your work with people with dementia?
 - 4.1 What distinguishes you in particular?
 - 4.2 What distinguishes the clinic's work in particular? What goes particularly well?
5. How do you feel about the cooperation and communication between the individual occupational groups?
6. How do you feel about the cooperation with the management level?
7. How motivated do you concern your participation in the training course "People with Dementia in the General Hospital"?
8. What are your expectations of the training?
 - 8.1 What would you like to learn, or what would you like to know more about concerning the issue of dementia?

Thank you very much for your willingness to take part in the interview!

Interview Guide – Management Level (Pre-Interviews)

Introduction: Thank you very much for your willingness to take part in the interview. I would like to talk to you about the work with people with dementia in the emergency department. To that, I will ask you some questions. Please speak as freely and unconstrained as possible.

1. To what extent do you consider the training course “People with Dementia in the General Hospital” to be helpful?
2. What major problems and challenges in the emergency department here in your hospital have you encountered?
3. What should be changed in the emergency department to improve the care and treatment of people with dementia? Where do you see the potential for development and improvement?
4. How do you feel about the cooperation and communication between the individual occupational groups?
5. What are your expectations of the first passage of training for employees of the emergency department?
 - 5.1 What do you expect of the training?
6. Will you attend training yourself?
 - 6.1 What would you like to learn or what would you like to know more about concerning the issue of dementia?

Thank you very much for your willingness to take part in the interview!

Interview Guide – Employees (Post-Interviews)

Introduction: Thank you very much for your willingness to take part in the interview. Between October 2018 and December 2018, seven training blocks on the topic of “People with Dementia in the General Hospital” were offered by your employer. I would like to talk to you about these training courses and in addition to that about your work with people with dementia in the emergency department. Please speak as freely and unconstrained as possible.

1. What would you say, have the training courses “People with Dementia in the General Hospital” initiated something?
2. What were your takeaways from the training?
 - 1.1 What have you done differently since the training?
 - 1.2 Which aspects of the care for people with dementia have you felt more secure about since the training?
3. To what extent do the aspects mentioned above influence your work with people with dementia?
 - 3.1 What has changed in your handling of people with dementia since the training?
4. To what extent are you supported by colleagues and ward and division management in implementing training content in your daily work?
 - a) Support: Does this motivate you to stay tuned?
 - b) No support: Why not, and what would you like to change? Are you nevertheless still motivated, or does this make you feel frustrated?
5. What else do you need to know, or what else do you need to improve your work routine with people with dementia?

- 5.1 Which aspects of the care for people with dementia do you still feel insecure about after training?
- 5.2 Which difficulties and problems do still occur?
- 5.3 Where do you see further potential for improvement?
6. Can you influence waiting times in the emergency department for people with dementia?
- a) YES: Please describe in which ways this is possible.
- b) NO: Please describe why it is not possible.
7. To what extent does the diagnosis of dementia influence the initial assessment of a patient?
8. What has changed on your ward since the training?
- 8.1 Example 1: Have the anamnesis sheet or triage been adjusted?
- 8.2 Example 2: Has guidance been affixed?
- 8.3 Example 3: Has a treatment pathway for people with dementia in the emergency department been developed?
- 8.4 Example 4: Are there case conferences on a regular basis?
- a) Changes: Where do you see further need for action?
- b) No changes: What do you consider to be reasons for this absence of change?
9. Has the team handled people with dementia more sensitive and understanding since the training?
- 9.1 Are you satisfied with the way the issue of dementia is handled on your ward?
- 9.2 Has the issue of dementia gained in importance and relevance since the training?
- YES/NO: Could you please explain this shortly?

10. What distinguishes the emergency department from regular wards? Please mention three key aspects.

11. In your view, to what extent are these differences of relevance for training?

12. The questionnaires' evaluation shows four reasons why training content cannot be ideally implemented in the emergency department. What is your opinion on this?

12.1 Theoretical training content was not sufficiently linked with practical implementation possibilities.

12.2 Few practical implementation possibilities were mentioned.

12.3 Recommendations and tips could not be implemented in working practice.

12.4 Learning content was not taught lively enough by the lecturer.

Can you think of more reasons?

13. The available places in the training blocks were not fully utilized. In your view, what could be the reasons for this?

Thank you very much for your willingness to take part in the interview!

Interview Guide – Management Level (Post-Interviews)

Introduction: Thank you very much for your willingness to take part in the interview. Between October 2018 and December 2018, seven training blocks on the topic of “People with Dementia in the General Hospital” were offered by your employer. I would like to talk to you about these training courses and in addition to that about your work with people with dementia in the emergency department. Please speak as freely and unconstrained as possible.

1. Have you attended one of the training courses on the topic “People with Dementia in the General Hospital”?

No: Continue with question 5.

2. What were your takeaways from the training?
 - 2.1 What have you done differently since the training?
 - 2.2 Which aspects of the care for people with dementia have you felt more secure about since training?
3. To what extent do the aspects mentioned above influence your work with people with dementia?
 - 3.1 What has changed in your handling of people with dementia since the training?
4. What else do you need to know, or what else do you need to improve your work routine with people with dementia?
 - 4.1 Which aspects of the care for people with dementia do you still feel insecure about after training?
 - 4.2 Which difficulties and problems do still occur?
 - 4.3 Where do you see further potential for improvement?

5. To what extent do you support your employees in implementing training content in their daily work?
6. Can administrative staff and nurses influence waiting times in the emergency department for people with dementia?
 - a) YES: Please describe in which ways this is possible.
 - b) NO: Please describe why it is not possible.
7. To what extent does the diagnosis of dementia influence the initial assessment of a patient?
8. What has changed on your ward since the training?
 - 8.1 Example 1: Have the anamnesis sheet or triage been adjusted?
 - 8.2 Example 2: Has guidance been affixed?
 - 8.3 Example 3: Has a treatment pathway for people with dementia in the emergency department been developed?
 - 8.3 Example 4: Are there case conferences on a regular basis?
 - a) YES: To what extent do you see further need for action?
 - b) NO: What do you consider to be reasons for this absence of change?
9. Has the team handled people with dementia more sensitive and understanding since the training?
 - 9.1 Are you satisfied with the way the issue of dementia is handled on your ward?
 - 9.2 Has the issue of dementia gained in importance and relevance since the training?

YES/NO: Could you please explain this shortly?

10. What distinguishes the emergency department from regular wards? Please mention three key aspects.
11. In your view, to what extent are these differences of relevance for training?
12. To what extent have your expectations of training been met?
13. The available places in the training blocks were not fully utilized. In your view, what could be the reasons for this?

Only if the training was attended:

14. The questionnaires' evaluation shows four reasons why training content cannot be ideally implemented in the emergency department. What is your opinion on this?
 - 14.1 Theoretical training content was not sufficiently linked with practical implementation possibilities.
 - 14.2 Few practical implementation possibilities were mentioned.
 - 14.3 Recommendations and tips could not be implemented in working practice.
 - 14.4 Learning content was not taught lively enough by the lecturer.

Can you think of more reasons?

Thank you very much for your willingness to take part in the interview!

Supplementary Table 1. Overview of the training content [1,2]

Day 1: Knowledge and understanding	
Content	Current situation of PwD in the hospital
	Diagnostics and psychometric testing
	The disease dementia: clinical pictures, causes, forms of dementia, pharmacological therapy
	Differentiation from other diseases: depression and delirium
	Understanding the symptoms and challenging behavior
Day 2: Clinical skills	
Content	Concepts of non-pharmacological interventions: person-centered care, validation, communication
	Dealing with challenging behavior
	Milieu therapeutic interventions
	Inclusion of relatives and biographical knowledge

Supplementary Table 2. Descriptive statistics of the questionnaire study sample to all three measurement times

	Baseline <i>N</i> = 44 (%)	FU1 <i>n</i> = 24 (%)	FU2 <i>n</i> = 24 (%)
Gender			
Female	43 (97.7)	24 (100.0)	23 (95.8)
Age			
15-25	12 (27.3)	5 (20.8)	6 (25.0)
26-35	14 (31.8)	6 (25.0)	6 (25.0)
36-45	5 (11.4)	4 (16.7)	3 (12.5)
46-55	9 (20.5)	7 (29.2)	7 (29.2)
56-65	4 (9.1)	2 (8.3)	2 (8.3)
Mother tongue			
German	42 (95.5)	23 (95.8)	22 (91.7)
Years of school (minimum)			
9 years	8 (18.2)	4 (16.7)	6 (25.0)
10 years	24 (54.5)	12 (50.0)	12 (50.0)
12 years	10 (22.7)	7 (29.2)	6 (25.0)
Missing values	2 (4.5)	1 (4.2)	-
Professions			
Registered nurses	28 (63.6)	17 (70.8)	17 (70.8)
Medical assistants	13 (29.5)	6 (25.0)	6 (25.0)
Nursing assistants	2 (4.5)	1 (4.2)	1 (4.2)
Missing value	1 (2.3)	-	-

REFERENCES

- [1] Schneider J, Schönstein A, Teschauer W, Kruse A, Teichmann B (2020) Hospital staff's attitudes toward and knowledge about dementia before and after a two-day dementia training program. *J Alzheimers Dis* **77**, 355–365.
- [2] Fortbildungsprogramm. Kliniken und Rehabilitationseinrichtungen, *Deutsche Alzheimer Gesellschaft Landesverband Bayern e. V. Selbsthilfe Demenz*, https://www.alzheimer-bayern.de/images/downloads/wir_fuer_sie/ehrenamtliche/broschuere_kliniken_internet.pdf, Accessed April 22, 2021.