

Topic guide: Challenges of health care workers during the COVID-19 pandemic

Demographic data

- Age
- Gender
- Occupation

1. Occupational background

- Could you please tell me about your current work as a medical doctor/qualified nurse/cleaning staff etc?
 - What are your daily tasks? (optional)

2. Current workplace situation

- How would you describe your work during the pandemic?
 - How has everyday work changed as a result of the pandemic?
 - Are there any work tasks that you now handle differently? (e.g. do you adapt certain tasks or do you leave something out?)
- In your opinion, what are the main challenges at the moment? (Could you please give examples)
 - How do you handle these challenges?
 - In your opinion, are there any specific challenges for male/female health care workers?
- Do you feel adequately protected at your workplace?
 - Are there colleagues who can protect themselves better or worse against an infection with COVID-19? If so, why is that?
 - How do you define protection, when do you feel adequately protected? (optional)
- How do you feel about the communication (on the ward and with the higher management) during the pandemic?

3. Contact and dealing with patients infected with COVID-19

(optional questions for those not working at a COVID-19 ward)

- You had direct contact with a patient infected with COVID-19. How did this contact exactly take place?
 - What steps have you/has the employer taken?

- What was the reaction among your colleagues?
- How did you feel when you realized that you had contact with a patient infected with COVID-19?
- How are you dealing with COVID-19 patients at the moment?
- Which new challenges are you facing with patients infected with COVID-19?
 - Did conflicts arise?
 - How are visits from family members organized?
 - Are there special challenges with seriously ill or dying patients?
 - Are there special challenges due to culture/language?

4. Current health situation

- Are you part of a risk group?
If yes:
 - How do you deal with this risk (due to previous illness) while working during the pandemic?
 - How has your employer dealt with this risk (your previous illness) during the pandemic so far?
 - How have your colleagues dealt with this risk during the pandemic so far?
 - In your opinion, what do you think could go better?

5. Social situation

- How are your family members/relatives/friends dealing with the fact that you are an essential worker during the pandemic?
 - How do you handle care and nursing tasks at home?
 - What kind of support do you have from your employer with regard to care or nursing tasks?
 - Is this a good solution?

6. Coping strategies

- What are the coping strategies in the team to deal with the situation?
- What are your coping strategies to deal with this situation?
- Do you think that concerns of certain groups are less "heard"? If so, please elaborate
- Is there anything else you would like to discuss or share that we haven't talked about yet?

Thank you very much for taking part in this interview.