

Topic guide for Bi-weekly Telephone Protocol - Guide Implementation Coordinators

July 1, 2010

The purpose of this call is to check in on your progress during the implementation period of the Guide and gather information on successes and challenges thus far.

Implementation of the Guide

The Guide: Current Progress

1. Please describe what you have done related to the project over the past two weeks.
 - a. What components and strategies were you working on?
 - b. What tasks have you completed?
 - c. What materials from the Guide did you use? What part of the Guide were you focusing on?
 - d. Please describe any interactions with senior management about Guide implementation. How did these interactions affect Guide implementation?
 - e. Please describe any interactions with clinical staff about Guide implementation. How did these interactions affect Guide implementation?
2. What were the goals or targets of the Guide implementation over the past two weeks? Were these goals or targets met? Why or why not?
3. Did you make any changes to your plans for using the Guide during the past two weeks? If so, please describe the change(s).
 - a. What was the reason for the change?
 - b. What staff were involved in deciding on the change? Describe their role and response.
 - c. What are the implications, if any, that the changes will have on your efforts?
4. Did you encounter any challenges to implementing the Guide during the past two weeks? If so, please describe the challenges(s).
[If necessary, probe for: system level factors (e.g., top leadership support, project visibility, availability of resources for Guide implementation), unit level factors, staff level factors (e.g., clinical champion), or patient/family level factors (e.g., types of patients seen, positive response to intervention overall or aspects of it)]

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- a. To what extent did you anticipate these challenges, if at all?
 - b. How did you try to overcome the challenges described above? To what extent have you overcome these challenges?
5. What helped you achieve your goals during the past two weeks? What other resources did you use?
[If necessary, probe for: system level factors (e.g., top leadership support, project visibility, availability of resources for Guide implementation), unit level factors, staff level factors (e.g., clinical champion), or patient/family level factors (e.g., types of patients seen, positive response to intervention overall or aspects of it)]

Unintended Consequences and Lessons Learned

6. Have any unintended consequences or effects (positive or negative) of the Guide implementation surfaced during the past two weeks (e.g., staff morale improved or got worse)? If so, please describe.
7. Based on what you have learned over the past two weeks, what improvements would you make to the Guide?
8. Based on what you have learned/experienced to date, what are the lessons learned for implementing this Guide in a medical-surgical unit? If you were advising others about the Guide and its implementation, what would you most want them to know? What should they be aware of, what should they do, what should they NOT do?

Next Steps/Closing

9. What do you have planned for the Guide implementation for the next two weeks? Please briefly describe.
10. Please share anything else you think may be important for us to know about the Guide and its implementation and use.