

Safety Program for Perinatal Care II – Demonstration Project

Form Approved
OMB No. 0935-XXXX
Exp. Date XX/XX/20XX

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Interview Guide: Tier II Trainees – Implementation Phase

Introduction

Thank you for agreeing to participate in this interview regarding the Safety Program for Perinatal Care (SPPC-II) training. We are interested in your opinions on the training and its utility, therefore, there are no right or wrong answers. With your approval, this interview will be tape recorded for note taking purposes and to ensure that we capture all your feedback.

Your responses will be kept confidential to the extent permitted by law, including AHRQ's confidentiality statute, 42 USC 299c-3(c). That law requires that information collected for research conducted or supported by AHRQ that identifies individuals or establishments be used only for the purpose for which it was supplied unless you consent to the use of the information for another purpose.

Do you have any questions?

Questions

1. To get started, I would like to ask you to state your current position and in what capacity are you involved with the implementation of the AIM patient safety bundles at your hospital. [PROMPT: What AIM bundle is your hospital currently implementing?]
2. Was it difficult to attend the SPPC-II training in-person? [PROMPT: Given the time commitment you had to make, travel costs, work responsibilities.]
3. Do you think that you gained sufficient knowledge for the time you invested in this training? [PROMPT: Was the training too long? Do you think that you could have gained the same knowledge by accessing the same information online?]
4. Did you find the training materials easy to understand and presented in a logical sequence? Was there any information that was presented in a confusing way?
5. Overall, did you find the information presented during the SPPC-II training useful for your clinical practice? In what way?
 - a) → If prior experience with TeamSTEPPS training: How does this training compare with the TeamSTEPPS training(s) you were exposed to in the past?
6. After having completed this training, did you feel prepared and confident to train frontline staff at your hospital?
 - a) → If not, what additional resources or support did you need or do you still need? [If not mentioned in response, PROMPT: Would you benefit from reviewing one or more of the SPPC-II training e-modules online at any time in the future? If so, what e-module(s) would you like to re-take, and approximately when?]
7. Let's now talk about how you approached the coordination of training for frontline staff at your hospital.
 - a) Do you have a list of staff and their contact information?
 - b) Did you provide them with the information needed to access the SPPC-II training e-modules, including training IDs, and a schedule for when to complete these?
 - c) Have you organized one or more sessions to facilitate your staff's understanding and practice of the teamwork and communication tools and strategies presented in the training e-modules?
 - d) How many facilitation sessions have you led to date, and what topics have you covered?
 - e) When do you plan to schedule the next facilitation session for your frontline staff?]
8. When implementing new policies or practices, people can have different reactions. How did providers at your hospital react to the SPPC-II training and related facilitation sessions? Why do you think they reacted this way?

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9. Were there any specific components of the SPPC-II training or its application to implementing AIM bundle(s) that received particularly strong reactions, either positive or negative? [PROBE FOR BOTH POSITIVE AND NEGATIVE REACTIONS]
10. What key factors have facilitated your ability as the AIM Team Lead to roll out the SPPC-II online training and facilitation sessions to frontline staff at your hospital?
11. Conversely, to date, what were the key barriers to your rolling out the SPPC-II online training and facilitation sessions to frontline staff at your hospital?
12. What key factors would facilitate the use of teamwork and communication tools and strategies included in the SPPC-II Toolkit by all clinical staff at your hospital?

Thank you for your time.