

## ***Safety Program for Perinatal Care II – Demonstration Project***

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## **Interview Guide: Tier II Trainees – 3-4 months into 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. I'd like to first talk to you about the SPPC training.
  - a) Was it difficult to attend the SPPC training? [PROMPT: Given the time commitment you had to make, work responsibilities, travel costs.]
  - b) Do you think that you gained sufficient knowledge for the time you invested in the SPPC training? [PROMPT: Was the training too long? Do you think that you could have gained the same knowledge by accessing the same information somewhere else? If so, where?]
  - c) Did you find the SPPC training materials easy to understand and presented in a logical sequence? Was there any information that was presented in a confusing way?
  - d) Overall, did you find the information presented as part of SPPC training useful for your clinical practice? In what way?
    - o → If prior experience with TeamSTEPPS training: How does this training compare with the TeamSTEPPS training(s) you were exposed to in the past?
  - e) After having completed this training, did you feel prepared and confident to employ in your work at the hospital?
    - o → 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 training modules online at any time in the future? If so, what module(s) would you like to re-take, and approximately when?]
3. Let's now talk about how your hospital approached the coordination of SPPC training and learning facilitation for frontline staff at your hospital.
  - a) When did implementation of SPPC start in your unit, and how [i.e. what event or activity or communication]?
  - b) Who coordinated implementation? One or more AIM team leads or someone else? Was it the same lead coordinator throughout the SPPC implementation to date?
  - c) Were frontline staff told how to access the SPPC-II training e-modules, and on what schedule for when to complete these?

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- d) Have one or more learning and/or discussion sessions been organized in your unit to facilitate staff's understanding and practice of the teamwork and communication tools and strategies?
  - e) How many facilitation sessions have been led to date, and what topics have been covered?
  - f) When is the next SPPC facilitation session for frontline staff scheduled? Do you know what topic(s) will be covered?
  - g) **How many coaching calls organized by Johns Hopkins University (JHU) have you attended? What were the topics covered during the calls you were able to attend?**
  - h) How did providers at your hospital react to the SPPC training (in-person or online) and related learning facilitation sessions and JHU-led coaching calls? Why do you think they reacted this way? [PROMPT: Reasons may be specific to the unit or more general, i.e. the **COVID-19 pandemic?**]
  - i) Were there any specific components of the SPPC training or facilitation sessions or coaching calls or their application to implementing AIM bundle(s) that received particularly strong reactions, either positive or negative? [PROBE FOR BOTH POSITIVE AND NEGATIVE REACTIONS]
4. Let's now discuss the factors that influenced the overall implementation of the SPPC program, both trainings, learning or coaching facilitation, but also practice.
- a) What key factors have facilitated the SPPC training and learning facilitation sessions for frontline staff at your hospital?
  - b) 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?
    - o **COVID1:** Was SPPC training and learning facilitation impacted by the COVID-19 pandemic? If so, how?
  - c) **Are SPPC teamwork and communication tools and strategies currently used in your unit? Which of these are used consistently by a majority of the frontline staff?**
    - o **COVID2:** Has use of these SPPC tools been impacted by the COVID-19 pandemic? If so, how?
  - d) Why aren't all other **SPPC teamwork and communication tools and strategies being employed more often or consistently by all frontline staff?**
  - e) What key factors would facilitate the consistent use of all teamwork and communication tools and strategies included in the SPPC training by all clinical staff in your unit moving forward?

Thank you for your time.