Topic guide for Staff Interviews

Research objectives:

1. Examine staff experiences of attending, presenting and facilitating Rounds.

2. Conduct in-depth case studies of Rounds in 6 settings to examine how Rounds may 'work'; how are operationalised and the mechanisms by which wellbeing and social support might be influenced (or not) by observation and interviews regarding:

    (i) reasons for variance in attendance and dropout rates and attendees experiences;
    (ii) influence of variance in facilitation (e.g. in relation to content/style);
    (iii) topics presented and Rounds climates;
    (iv) any influence on team hierarchy and team work and on coping with stress;
    (v) factors influencing 'success' or otherwise of Rounds in organizations;
    (vi) wider organisational ('ripple') effects felt in day-to-day practice

Specific Research questions:

1. How and in what circumstances do Rounds work, by what mechanisms are they reported to affect staff wellbeing, social support and compassion?
2. What is the experience of attending and presenting at Rounds, and how does topic, other attendees, and facilitation affect this?
3. What if any are the wider organisational effects felt by staff and patients?

Clinical Lead (CL); Facilitator (F); Attender (A); Steering group (SG); Stakeholders (SH)

1. **Introduction - ALL**
   - Introduce self, King's College London
   - Introduce research (funding, research design, outputs)
   - Explain: confidentiality, tape recording, length of interview, nature of discussion (specific topics to address, but conversational in style, in your own words, no right or wrong answers), reporting and data storage/archiving
   - Any questions
   - Obtain written consent

2. **Individual background - ALL**
   a. Can you please tell me a bit about your professional background
   b. Do you come across situations you find emotionally challenging in your role?
   c. How do you manage stress?
   d. Do you participate in any organisational interventions to support your emotional   wellbeing?

3. **Knowledge and understanding of, and access to Schwartz Rounds – ALL**

Could you tell me about how you first heard about Schwartz Rounds and why you decided to attend?
   a. When did you first hear about Schwartz Rounds?
   b. Were they what you expected and if not how did they differ?
   c. What do you think of Rounds?
      - What do you think are the advantages and disadvantages to Rounds?
   d. Attendance at Rounds
      - do you come alone/with others?
      - do you come in your own time?
      - do you make specific arrangements to attend?
      - how do you find the timing of Schwartz Rounds?
      - what factors influence your decision to attend a Schwartz Round? (title,   friend/colleague presenting, knew patient, involved in case)
   d. FOR MANAGERS
      How would you feel about your staff attending Rounds?
      Would you put any structures in place to support staff attending Rounds?

4. **Background of Rounds in the organisation - CL/F/SG/SH**
   Could you tell me about how Rounds were introduced to the organization
   a. Why and when introduced
   b. Who introduced - champion
   c. Funding

   d. For CL/F:
      - **Introducing Rounds**
      - **Can you tell me about your role as F/CL?**
      - What previous exposure did you have to Rounds (other organisations)?
      - Why did you take on the role of F/CL?
      - What does your role involve?
      - What experience/training did you get to support you in the role? And since you took it   on?
      - What experience/skills do you have that you think help you in your role? What
         experience/skills do you wish you had?
      - What do you enjoy about the role?
      - What challenges have you experienced?
      - **Embedding/sustaining Rounds**
         Can you tell me about how you manage to sustain Rounds?
      - How did you decide who to invite to be on the SG?
      - What strategies do you use to educate people about Rounds?
      - What strategies do you use to encourage people to come?
      - How do you engage staff managers and hospital executives to support you? Do you   get adequate support from them?
      - Have you come across any opposition to Rounds?
      - **Preparing for Rounds**
         What do you do to prepare for Rounds?
      - What do you look for in a story to present at a Round? **(also for SG)**
      - What do you consider to be the elements of a successful Round?
      - How do you feel about running Rounds which might be risky?
      - Apart from panel preparation, what do you do to prepare for a Round?
      - How do you feel before facilitating a Round?

- What changes have there been in your facilitation style over time?
- Can you tell me about your most and least successful Rounds? Why were they most   and least successful?
- What do you do with the results from the evaluation?

e. For SG:
Can you tell me about your role on the steering group
- Why did you join the SG?
- What does your role involve?
- Why/Do you think Rounds are important?
- What do you and your role bring to Rounds?
- What do you do to champion Rounds in your area?
- What do you do with the results from the evaluation

f. For Stakeholders
Can you tell me about your expectations of Schwartz Rounds?
- What do you think Rounds will do?
- How do you think Rounds work?
- What do you expect to see as a result of Rounds running in this organisation?
- How quickly do you expect to see this?
- How will this be measured/tested?

5. **Experience of a specific Round**
    a. **Preparation**
       i. **Panellists**
          Can you tell me about your decision to be a panelist and how you prepared to tell your story?
          - Why did you decide/agree to present at the Round?
          - How did you decide what to say?
          - What preparation did you do?
          - Tell me about the preparation with the facilitator and other panellists
          - Did the facilitator suggest any changes to what you originally wanted to say?
          - Did the preparation change the way you feel/think about the event.
       ii. **Facilitator/CL**
          How do you prepare for a Round?
          - What do you do in the days/hours before a Round to prepare?
          - How do you feel before a Round?
          - How do you prepare panellists for a Round?
          - What is important to consider when preparing a panel for a Round?
       iii. **Administrator**
          - What do you do to prepare for a Round?
    b. **The Round**
       i. **Panellists and attenders**
          How did you find the Round?
          - How did you find the Round itself?
          - What aspects do you think went well?
          - Is there anything that didn't go the way you would have liked?
          - Did you become emotional in the Round? If yes, what triggered it?
          - Was there anyone present you wish hadn't been there/not present you wish had?

- Did anyone come to support you?
  ### ii. Attenders/SG/SH
    - **How did you find the Round?**
    - Was it what you expected? (A)
    - What aspects of it do you think went well?
    - Is there anything that could have gone better?
    - Did you become emotional during the Round? If yes, what triggered it?
  ### iii. Fac/CL
    - risk (emotional safety, containment etc.)
    - style
    - management (problem solving?)
    - any concerns/frustrations
    - if you did it again, would you do anything differently?
  ## c. Immediate impact
    ### i. Panellists/F
      What happened immediately after the Round?
      - where did you go/what did you do then?
      - How did you feel afterwards?
      - Did you get enough support?
    ### ii. Attenders
      How did you feel after the Round?
      - If you became emotional after the Round, was it ok going back to work?
      - Did you think about the Round or discuss it with people afterwards?

6. **Individual, group and organisational effects**
    ## a. Individual
      ### i. Panellist/Attender/SG/SH
        - **Have you noticed any differences in the way you/your colleagues…..as a result of attending Rounds/a specific Round?**
          • Take care of yourself/handle difficult situations
          • Engage with/communicate with colleagues
          • Care for/speak to patients/relatives
      ### ii. All
        - **What impact do you think Rounds have had/will have on the organisation?**
        - **How do you think Rounds work?**
        - **Can you identify any ripple effects?**

7. **Realist mechanisms and outcomes (if not covered in above/ to test in subsequent interviews)** how they identify and explain any changes / outcomes. Identify which aspects of Rounds process are key mechanisms for this- **F/CL/SG/P**
    ## a. Programme theory:
      i.   Group inclusivity/ level playing field
      ii. Safe space/ not problem solving
      iii. Role model vulnerability
      iv. Disclosure
      v.   Organisational support
    ## b. Literature review theories:
      i.   Reflection

      ii.   group work
     iii.   disclosure
     iv.   safe environment

c. Emerging theories to test in subsequent interviews/Focus groups:
      i.   Third place / space theory
     ii.   Fundamental attribution error / contextualizing patients and staff
     iii.   Storytelling- power of stories and resonance
     iv.   Revealing hidden roles
     v.   Fidelity to Rounds model
     vi.   Group interaction

8. Finally

Is there anything you'd like to add or you think I haven't asked about how Rounds work?