

Appendix D: Semi-structured interview guide – Consumer perceptions in using remote biometric monitoring

Note: This interview guide is semi-structured by design. These questions will be adapted to either the pre- or post-implementation phase of this study and will refer to the most contextually relevant solutions being used by the participant(s) at the time of this interview.

Introduction

Hi, my name is <name> from the Queensland University of Technology. Thank you for taking the time to participate in this research on the how you're finding using technologies to help monitor your health while on the Preventative Integrated Care Service.

If you give your permission, we will record this conversation to allow for analysis. The audio recording and any analysis will only be accessible to the QUT research team, and we will make sure that other people cannot identify your responses.

Please remember that you are free to decline to answer any question, request your response not be recorded, or withdraw at any time without providing a reason.

There are no right or wrong answers, we are interested in understanding your experiences and perceptions.

We really appreciate your time and willingness to speak with us. Do you have any questions before we get started?

Introduction

Hi, my name is <name> from the Queensland University of Technology. Thank you for taking the time to participate in this research on the implementation of the Preventative Integrated Care Service.

I'm talking with you today because we are interested in understanding the how PICS is being delivered. We're focussed mostly on the processes and implementation outcomes.

If you give your permission, we will record this conversation to allow for analysis. The audio recording and any analysis will only be accessible to the QUT research team, and we will make sure that other people cannot identify your responses. We will also provide you with a copy of the transcript and a summary approximately one week from today.

Please remember that you are free to decline to answer any question, request your response not be recorded, or withdraw at any time without providing a reason.

There are no right or wrong answers, we are interested in understanding your experiences and perceptions.

We really appreciate your time and willingness to speak with us. Do you have any questions before we get started?

Firstly, let's discuss your role and experiences of working in the service

1. What is your understanding of sub-acute services? How does PICS differ from other services you may have worked in? How do your past experiences help and/or hinder you?
2. Are there any skills you've had to acquire or hone since commencing in the PICS? This includes not just clinical, but also interpersonal skills and skills in using technologies.
3. Do you have any goals for professional goals? If so, what are they? What are the systems and supports that are needed for you to realise these goals?
4. Are there any aspects of providing care in the PICS team that you feel more confident about or comfortable with?
5. Are there any aspects of providing care in the PICS team that you feel less confident about or comfortable with?
6. How easy or challenging is it to coordinate patient care across the care team?
7. How optimistic or pessimistic are you that providing this sub-acute care to patients helps to keep them out of hospital where appropriate?
8. Can you please tell me about a time where you've been having to mentally manage a lot of information all at once, trying to do too many tasks simultaneously; how has this impacted on your working day?

Now, we'll talk about how the PICS team is functioning.

9. How would you describe the culture within the PICS team? What about the wider Preventative Health team?
 - a. What are the shared thoughts and beliefs about how patient care should be delivered?
 - b. Have there been any critical incidents?
10. What are the expected behaviours of team members?
11. What has been working well with respect to team dynamics over the past few months?
 - a. Do you perceive that there are power imbalances or challenges at play within the service?
 - b. What has happened when there has been conflict among team members or between teams? E.g., respiratory and cardiology teams, nursing and allied health teams.
12. What are some of the environmental stressors that have impacted on the delivery of care?
13. What have been some of the barriers to delivering care in the PICS?
14. What have been some of the facilitators to delivering care in the PICS?
15. What are the mechanisms by which you receive feedback about how the service is operating?
16. What happens if key performance indicators (KPIs) aren't met? What if they are? (such as assessment within 48hrs of referral, discharge from service within 16 days).