

Supplemental Digital Appendix 1

Penn Presbyterian Medical Center Chiefs' Service Resident Interview Guide

Thank you for agreeing to participate in this interview. We would like to talk to you to get your perspective on the Chiefs' Service. After we talk today, I will have our discussion transcribed by a professional transcription company. In the process of transcribing the discussion, the transcriptionist will remove your name and any other identifying information from the transcript. When we report results we will only report results at the group level. We will combine what you say with the responses from other residents and we will not associate your name with anything that you say. Before we start, do you have any questions?

1. Tell us about your role on the Chiefs' Service.
 - a. How many times were you on the service?
 - b. Describe any changes in your role on the service that you may have noticed?
 - i. How was your experience on the Chiefs' Service different from other medicine inpatient services you have been on?
2. What was your sense of why the Chiefs' Service was created?
 - a. Were they able to achieve those goals? If yes/no, could you expand on that a little more?
 - b. What worked well?
 - c. What got in the way?
3. Next, can you please describe to me your understanding of the way the Chiefs' service was designed to work?
4. Now, I would like to get your thoughts on the 5 key elements of the program and how you think they worked.
 - a. What role did morning huddle play? (Probe: What worked well? What got in the way?)
 - b. What role did day of discharge rounds play? (Probe: What worked well? What got in the way?)
 - c. What role did new admissions and follow-up rounds play? (Probe: What worked well? What got in the way?)
 - d. What role did diagnostic time-outs play? (Probe: What worked well? What got in the way?)
 - e. What role did post discharge follow-up play? (Probe: What worked well? What got in the way?)
 - f. Having participated in this curriculum, what are your thoughts on how best to prioritize the time spent on each of the 5 key elements? (Probe: Why?)

5. Describe how the Chiefs' Service approached resident education? (Probe: What worked well? What got in the way?)
 - a. Of the 5 key elements of the Chiefs' Service, which element (or elements) had the most impact on resident education? (Probe: Why?)
 - b. How does the Chiefs' Service change your daily work? Why is that change important?
 - c. How about other team members?
 - d. What would you change about the Chiefs' Service to improve resident education?
6. Describe how the Chiefs' Service affected patient care? (Probe: What worked well? What got in the way?)
 - a. Of the 5 key elements of the Chiefs' Service, which element (or elements) had the most impact on the quality of the patient care provided? (Probe: Why?)
 - b. How did the Chiefs' Service affect patient outcomes (e.g. time to diagnosis, appropriate treatment, quality of care, length of stay, etc.)?
 - c. How about patient safety?
 - d. How about patient understanding of their medical care and decision making?
 - e. What would you change about the Chiefs' Service to improve patient care?
7. How did other members of your team (residents and medical students) react to the Chiefs' Service?
 - a. How about other members of the care team (i.e. nurses, social workers, physical therapists, etc.)
8. How do you think this program has affected how you will practice medicine?
 - a. How has participating in the Chiefs' Service affected how you think about the concept of a team in caring for your patients?
 - b. How has your experience affected how you learn from mistakes?
 - c. How about how you think about leadership?
 - d. How this experience affected your career/goals?
 - e. How about others on the team?
9. In your opinion, what are measures of success for the Chiefs' Service? (i.e. What should be monitored/measured in order to know the Chiefs' Service is meeting its goals)
10. Describe any surprises with the Chiefs' Service curriculum or things that were unexpected.
11. What recommendations do you have for future efforts like this?
12. Is there anything about this program that we haven't discussed that you think is important for us to know about?