

## **Supplemental Digital Appendix 1**

### **Focus Groups for Evaluation of Quality Improvement Surveys: Moderator Guide. From a Study of Resident Attitudes About QI, University of Utah, 2014**

#### **INTRODUCTION**

Hello, my name is \_\_\_\_\_. Welcome to our session. Thank you for taking the time to join us today. I will be leading the discussion group. (Introduce co-facilitators and helpers). Has anyone participated in a focus group before?

A focus group is an informal group discussion, and hopefully an enjoyable process. Let me explain how it works.

A focus group is one way to gather information by discussing a topic. Today, we will be talking with you about Quality Improvement – in general, in the hospital you work in that you have direct experience with or just knowledge of, as well as ideas you have about QI. We are interested in your thoughts and opinions, even if they are different from others'. Our purpose is to identify themes that will help us refine a survey about QI programs and medical residents' attitudes about such programs. We may also ask you to look over survey questions in development. We would like to know what you liked and what you didn't like about the survey, and any suggestions for change. What is most important is what you honestly think. We will use the information you share with us to help refine the survey for incoming residents. We know that you are going to have lots of questions, but we are trying to learn from you what your opinions are. We will answer some questions at the end. The session will last about 90 minutes, but no more than 2 hours.

Any questions so far?

There are a few housekeeping items I need to get out of the way first. We will be taping the discussion so that I can focus on what you are saying and not have to worry about taking notes. There is no way we can adequately listen to you and take good notes at the same time. Therefore, the tapes help us when we have to go back to the office and write a report of our discussion. Try to speak at least as loud as me, so that the tape recording picks up your comments. No one's name will appear in any publication or report. There are also a few rules that need to be followed:

1. Everyone's opinion is important, welcomed and valued.
2. There are no right or wrong answers.
3. Restrooms, food & breaks.

We need to make sure each of you had a chance to read over the consent cover letter that was given to you. It explains what we will be doing and assures you that your participation is completely voluntary and confidential.

Let's get started by introducing ourselves. Let's take only a minute each to do this. Please tell us your first names, something about yourself or whatever, and something that you are passionate about – something that makes you excited, that you enjoy doing.

## **DISCUSSION**

I would now like to move to discussing your attitudes about quality improvement projects. We'll be asking you for comments about the Resident survey that is in draft form also. (SAMPLE QUESTIONS)

### **A. General Information about QI projects**

1. When you hear the phrase, "quality improvement" what do you think of first?
2. Can you tell me about a QI project that you thought was not very valuable, even worthless? Why was it not valuable?
3. Can you tell me about a QI project that you thought was valuable? What made it valuable?
4. How frequently do you hear about QI projects in your work setting or educational setting? What do those projects have in common?
5. Tell me about your personal involvement in quality improvement projects that you didn't conceive the idea for- but were part of? Have you done any quality improvement projects that were your idea? What was the project and how did you receive help?
6. What did you learn from the project?
7. What did you wish that you had learned?
8. If you haven't done any QI projects, what is the reason?
9. What do you like about quality improvement projects?
10. What did you not like about quality improvement projects?

### **B. Closing**

Thank you so much for taking the time to participate in our focus group this evening. Your feedback is extremely valuable to our study planning. As a thank you for your participation we have provided some food. We really appreciate your time. Thank you so much for coming this evening and sharing your opinions and concerns.