

Appendix 2: Examples of questions from semi-structured interview guide

How would you describe your patient population?

Describe a typical clinical day?

Describe an event that you considered to be an error that was either made or observed by you.

Follow up:

- a. Why do you consider this to be an error?
- b. What did you do afterwards?
- c. Did the facility follow up after the event, and if so, how?
- d. Were you aware of any system factors that might have contributed to errors made or observed, or near misses?
- e. Were there any latent/system conditions that you thought might contribute to a future error?

In your experience, was your facility more of a “Culture of Safety” or “Culture of Blame?”
Can you describe experiences that support this idea?

How would you describe your schedule/hours?

Describe your first day at your clinic.

Describe the orientation process, if there was one?

Did the orientation process prepare you for your role in the clinic? Can you describe your experiences to support this?

Describe how you were supervised, and by whom.

Can you describe the communication between you and your CI?

Can you describe the communication between you and other team members?

Did your facility use support personnel? If so, describe how they were used?

Were breaks formally scheduled, and if so, how were they spent?

What were some of the most stressful things about being in clinic?

How did your stress level impact your personal health and well-being?

How did your stress or fatigue impact your ability to safely and effectively treat patients?

Did you feel like you were integrated into the culture of your facility? Please describe.

Describe your facility’s documentation system and your experiences with it.