Appendix A.

In this interview we would like you to reflect on your experience in this implementation process.

Although a semi-structured questioning approach will be used, please feel free to provide additional information or ideas along the way.

This interview will be recorded to allow us to undertake thematic analysis and to disseminate findings.

All data will be de-identified prior to any dissemination.

You do not have to participate in this interview and may withdraw from the interview at any stage.

1. What was YOUR role in the implementation of room service at <the hospital>?
2. Before it came out, what were you thinking and expecting about the change?
3. Do you think and feel differently now?
4. Why do you think this is?
5. If someone was going to go into this process, what would you advise them?
6. If you could do this over again is there anything you’d do differently?
7. Is there anything else you’d like to share?