

Appendix 9.5. Rapid Ethnographic Assessment: Semistructured Interview Guide

Introduction—Hi, my name is _____ and I am a member of the *IMPACTT* research team helping to evaluate the development and use of palliative care teams in nursing home settings. Thank you for taking the time to talk with me today.

Purpose—The purpose of our visit is to better understand your perceptions of the palliative care team development in here at _____. In particular we hope to get your perspective on the strengths and challenges in developing the PC team and integrating the team into the organization. To that end, our questions focus on the team as well as the organization.

General Questions

1. Can you tell me a little bit about getting the PCTeam started?

[Probes] What were some of the things that went well? How about not so well?

Did you think it was a good idea? How come?

2. Do you think your organization was ready to develop a PCTeam?

[Probes] How do you know? Can you give me examples?

3. Tell me about the PCTeam now. *How do you think the team is working?* How often does it meet? What is the structure of the team: who is on it? Is the membership fixed, or is it fluid and changing? What things happen when the PCTeam works with a resident? What does the team generally do?

[Probes] Can you give me examples? What are the things that have supported the team's development? What are some of the things that have been barriers to team development?

4. Sometimes with projects like these there are unintended or unexpected results. What kinds of things did you expect? What happened that you didn't expect?

5. One of the things we are interested in is the role of leadership in the implementation of the PCTeam. Can you describe the role of leadership both at the team and administrative level?

6. Can you tell me what some of your key challenges are now? Are they the same as before?

[Probe] Can you give me a few examples?

7. How do you define success of your PC Team? Can you tell me about some of your successes?

8. Do you notice any differences now that you have a PC Team?

[Probe] Can you give me a few examples of before and after?

9. How does the PC Team interact with other existing teams and routines in your setting?

10. **NEW question:** We've been hearing about the range of relationships between the homes we are visiting and local hospice agencies. Can you tell me how that is for you here?

a. *Probes If they do use hospice:* What does hospice care look like for your residents here? What kinds of things is hospice responsible for, what do they do? How does your palliative care team or other staff work with hospice team members?

11. **NEW question:** We've been hearing from other facilities in this project that other things that require an investment in time, might provide a bigger financial return, or be a bigger priority sometimes compete with palliative care work. What kinds of competing priorities do you have here? How do you juggle them? How much of your facility's priority or center of focus is driven by financial incentives? How much by time, resources or personnel constraints?

12. Another thing we are very interested in is how sustainable do you think the PC Team is within your organization? Have you used or adapted our "Team Operational Processes" guide for your facility? Can you talk about why or why not?

[Probes] How will your organization decide whether to keep the PCTeam? What things would help support sustainability? What worries you the most about the ability to sustain the team?

13. The intervention had two educational pieces, TeamSTEPPS and Palliative Care. Tell me about your experience with each part.

[Probe] What has been helpful/not helpful?

14. If we were to do this again, how should we do it differently?

15. What surprised you the most about this project?

16. What advice would you give any nursing home looking to develop a PCTeam?

Additional questions focused for administrative leadership/PCTeam contact

1. Can you tell me what made your organization interested in participating in the palliative care team project?

[Probes] Who was on board? Who wasn't on board?