Phase 1 interview topic guide

**QualDash interview topic guide**

**INTRODUCTION**

* Aim of the project: to develop, and then evaluate, a web-based quality dashboard called QualDash for exploring NCA data.
* To do this, we want to find out how NCA data are currently used in practice, identifying barriers to effective use and how these might be overcome. Using this information, we will be able to establish requirements for the design and implementation of QualDash. It’s only by talking to people like yourself that we would be able to do this. So your input is really valuable.
* Key points from information sheet: (i) all data is treated in confidence; and (ii) while we may use quotations in publications all personal information would be removed, so it wouldn’t be possible to identify you.
* Obtain written consent.

**SECTION 1: BACKGROUND AND ROLE**

1. **Can you tell me a bit about your role?**

*Probes*

* *Years in role*
* *Responsibilities*
1. **Can you tell me about your involvement with [NCA name]?**

*Probes*

* *Why do you think that the audit [NCA name] was set up*?
* *What do you think it was expected to achieve?(service/ patient impacts)*

**SECTION 2: CURRENT PRACTICE**

1. **How does your unit/ward/department monitor quality of care? (explore through examples)**

 *Probes*

* *How are problems identified?*
* *What kinds of information act as a warning?*
* *Are these captured by the NCA?*
* *Are there any example of documentation to illustrate how it is done e.g. forms to capture data?*
* *What is the minimum/maximum workable time delay for the data to inform quality improvement?*
* *What is the level of detail at which data is useful?*
* *What data about staffing do you record i.e., number of staff, category of staff, and staff experience (in years)?*
1. **Does your unit/ward/department participate in benchmarking exercises e.g. do they learn from examples of ‘good practice’ observed in other hospitals/ trusts?**
2. **Does your unit/ward/department share audit data with patients and carers?**

*Probes*

* *Do they feedback about problems they have identified and how they have been resolved?*

**SECTION 3: NATIONAL CLINICAL AUDITS**

1. **How is the data for [NCA name] captured/recorded?**

*Probes*

* *What data is collected?*
* *How and when do those data get collected? By whom?*
* *Who records the data?*
* *How are those data stored?*
1. **Which [NCA name] data do you think are important for making assessments of care quality and informing quality improvement initiatives?**

*Probes*

* *How do these measures help you to make an assessment of care quality?*
* *What are you comparing against (national average, reference standard)?*
* *Probe for differences in the perception of value / actionability of process versus outcomes data*
1. **How is the [NCA name] data used?**

*Probes*

* *Who accesses the data?*
* *In what format is the data accessed?*
* *What is focused on and why? (to gather their perception of others’ priorities, e.g. Trust focus on mortality)*
* *Is there a system by which audit data is regularly reviewed?*
* *Do you have systems for disseminating the information to others?*
1. **Has the [NCA name] data been used to make any changes in practice/ inform quality improvement initiatives?  *(Explore through examples if possible)***

*Probes*

* + *How are decisions made on what changes need to be made/ who was involved?*
	+ *Why were the changes instigated?*
	+ *How were the changes introduced?*
	+ *Were they made in a timely manner?*
	+ *Do you think the changes were successful?*
1. **Are there other data, that aren’t included in [NCA name], that would be useful for making assessments of care quality and informing quality improvement initiatives?**

*Probes*

* + *Can you tell me a bit more about why this would be useful?*
	+ *Is this something that would be useful for all Trusts?*
	+ *Do they capture patient feedback about services? How?*
1. **Are there any obstacles/challenges to using [NCA name] data*?***

*Probes*

* + *How data is accessed?*
	+ *How it is presented?*
	+ *Are senior management / staff supportive and engaged in the use of audit data?*
	+ *Data quality – if so, what gets in the way of data quality?*
	+ *Lack of timely data – if so, how would more timely data improve things?*
	+ *Lack of time/skills to explore data*
	+ *Lack of resources for quality improvement*
1. **How do you think these obstacles/challenges might be overcome?**
2. **Are there any data that you currently collect that you don’t think are useful? Why aren’t they useful?**
3. **Are there any other audits that you’re involved with, or have previously been involved with?**
	* *If yes, repeat questions, trying to draw out differences between the audits.*

**SECTION 4: QUALDASH**

1. **Do you think a Quality Dashboard for exploring [NCA name] data would be useful?**

*Probes*

* *If not, why not?*
* *What data will it need to present to be useful?*
* *How should it be presented?*
* *What features will it need to have to be useful?*
* *How will it fit with existing IT systems / work flow / organisational stiff*
1. **How do you think a quality dashboard would impact on the use of audit data?**

*Probes*

* + *Would the data be accessed more frequently?*
	+ *Would the data be easier to interpret?*
	+ *What do you think the benefit/ impact for the service would be?*
1. **What circumstances would support the use of QualDash?**

*Probes*

* + *Where the data can be accessed?*
	+ *Staff awareness/experience of using audit data?*
1. **What do you think needs to happen to encourage people to use QualDash?**

*Probes*

* *Raising awareness e.g so they understand how it is different from previous presentations of audit data*
* *How do you think the QualDash team can encourage engagement and ownership of the intervention at local sites?*
* *What practical things e.g. training of staff are required to facilitate the use of QualDash*

**ENDING**

* Additional comments; other people to speak to; thank you.