

Qualitative Evaluation of Project ENHANCE

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Good Afternoon, I'm XXX, an intern doing my _____ under Sengkang Health. (Let the participant introduce themselves.)

I'll now explain to you the content of this research study and then if you agree to participate, please sign over here. I'll start the audio recording now, but just be yourself and share with me your honest opinion because we want to know how we can further improve the programme. (Start recording)

Before we start with the interview, do you mind if I ask for your past experiences as an enrolled nurse/ staff nurse/ nursing aids as well as your qualifications. Can you share with me your job scope in the nursing home?

Annex F: Interview Questions

Target Audience: **Nurses** from Nursing Home A and B.

Quality: Healthcare provider's level of knowledge and competence regarding the project and its interventions (NEWS, tele-health consultation, care paths)

- 1) What do you know about the project between SKH (Sengkang General Hospital) and your nursing home (NH)?
 - Are you aware of the aims and objectives of the project?
 - If yes, can you briefly share with me?
 - What are the benefits of this project?
 - What are the challenges of this project?

- 2) What do you think about the **NEWS assessment** and **care escalation training** conducted by SKH healthcare providers?
 - What did you learn in the training?
 - Was the clinical workflow for NEWS integrated into training?
 - Share with us which aspect of the training programme was most useful to you.
 - What do you think about the duration and content of the training?
 - What do you think of the quality of the course materials?
 - What do you think about knowledge and competency of trainer(s)?
 - Were you sufficiently trained to execute the NEWS assessment and the care escalation procedures for this project?
 - From a scale of 0-10, how would you rate your competency on NEWS assessment and care escalation workflow?
 - Are there any other aspects of training that may be incorporated to improve the training?
 - What other trainings do you think we should provide?

NEWS Assessment

- In what circumstances do you perform the NEWS assessment?
- How do you find the NEWS assessment useful in your clinical practice at NH setting?
 - Possible answers: gives a guide to the condition of the patient, nurses are able to assess patients better?
- What do you think about effectiveness of the NEWS assessment?
 - Easier to assess patients' condition? / Does not effectively assess patients' condition?
- Are there situations whereby the care escalation steps (after NEWS assessment) were not adhered to?
 - If yes, why?
 - If no, why not?

Tele-health consultation

- Did you have any tele-health consultation experience with the ED (Emergency Department) Doctors?
 - If yes, audio/video consultation?
- Are you aware of each tele-health consultation that took place between your colleagues and ED doctor?

If Yes:

- How do you find the tele-health consultation useful in your clinical practice at NH setting?
- How effective do you find the audio consultation and the advices given by the ED doctor?
- Do you always adhere to the advices given by the ED doctor?
 - Were there any situation whereby the advices were not adhered to?
 - If yes, why so?
 - If no, why not?

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- What other ways do you think tele-health consultation will be helpful in the NH context?
- 3) What do you think about the **care path training** conducted by SKH healthcare providers?
- What did you learn in the training?
 - Share with us which aspect of the training programme was most useful to you.
 - What do you think about the duration and content of the training?
 - What do you think of the quality of the course materials?
 - What do you think about knowledge and competency of trainer(s)?
 - Were you sufficiently trained to execute all three care paths on ill patients?
 - From a scale of 0-10, how would you rate your competency on the use of each three care paths?
 - Are there any other aspects of training that may be incorporated to improve the training?
 - E.g. Any scope for added-services/ other care paths to be included?
 - Added services e.g. catheter insertion etc.

Care paths

- Have you tried administering any one of the care paths to any of the residents?
 - If Yes, please elaborate.
- How do you find the care path useful in your clinical practice?
 - Does the integration of care paths improve the efficiency of your current clinical workflow?
 - Which aspect of these care path was most useful to you?
- What do you think about effectiveness of the care path?
 - Are there any suggestions for improvement of any of the care paths?
 - Are there any conditions that we can establish care paths for in the future?
- Do you think care paths are helping your residents?
- Do you think the care path contributes to patients' safety?
- Were there any situations whereby the care paths were not adhered to?
 - If yes, please share more details.

Consistency: Frequency with which healthcare providers uses the interventions

- 1) How often do you use **NEWS assessment**?
- When conducting patient rounds/whenever taking vital signs/whenever a patient appears unwell?
 - When do you NOT use the NEWS assessment as recommended?
 - Could you share with us why?
- 2) How often do you use the **tele-health consultation** service?
- Whenever NEWS score is above 1?
 - Were there situations when you wanted to use the tele-health consultation but did not do so?
 - Could you share with us why?

Satisfaction: Level of enthusiasm for collaboration initiative and the use of its interventions

- 1) How do you feel about the **NEWS assessment** initiative?
- Are there any challenges you face while using the NEWS assessment?
 - Are there any other aspects of the NEWS assessment that may be improved on?
- 2) How do you feel about the **tele-health consultation** initiative? Please elaborate why.
- Are there any challenges you face while using the tele-health consultation?
 - Are there any other aspects of the tele-health consultation that may be improved on?
- 3) How do you feel about the **care path** initiative? Please elaborate why.
- Are there any challenges you face while using the clinical care paths?
 - Are there any other aspects of the care paths that may be improved on?
- 4) Overall, how do you like the collaboration initiative between SKH and Grace Lodge/Sunlove Home? Please elaborate why.
- How satisfied do you feel towards this project?

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- Do you find these interventions useful in your residents?
 - How do you feel about this added workload?
 - *Access to information* - How were you informed about this collaboration initiative?
 - *Access to opportunity* - Did you gain any new or additional nursing skills and knowledge?
 - *Access to support* - Do you have a mentor who provides you with feedback and guidance on your tele-health consult and care paths with question pertaining to these 2?
 - *Access to resources* - Do you have enough time to complete the “additional work” (assessment, planning, implementation and documentation) that is required from this programme intervention?
- 5) How do you feel about the responsiveness of SKH to your Nursing Home concerns?
- How do you think SKH can contribute better to this project?
- 6) How well do you think these interventions meets the aims of the project?
- What are some of the results that was achieved from this project?
 - If not much results achieved, why do you feel so?
- 7) Are there any other useful interventions you would like to explore for future collaborations?
- What training do you want to receive to provide better care for patients?
 - What other skills do you think you will need to better manage patients better in the NH so as to reduce hospitalization?