Loughborough University

Systems Models for Patient Safety

Semi-structured schedule for interview following participation in the workshop

Welcome

- Welcome and thank you for attending the workshop and agreeing to participate in the interview
- Reminder – the interview will be recorded but anything in the project write-up will be anonymous, though they may recognise themselves

Intro to the participant

- Work in the patient safety team; how long and experience of patient safety work prior to joining the team?
- Professional background; what profession (e.g. nurse, pharmacist) and for how long?
- Knowledge, skills and/or experience of working with HFE?
- Any previous knowledge of systems and systems models?

PPT presentation and workshop

- Did you view the presentation? How did you find it?

The online workshop – generally

- How did you find the online workshop – generally e.g. could you follow it ok (as it was 1.5. hrs and quite fast paced, was there enough time to understand the models and ask questions?

Systems models – generally
I will go through each model in turn in a minute but first a few questions on the systems models generally

- Is the idea of systems models a concept that's easy to understand?
- Did you understand the models we looked at and the examples given?

Space to make notes during the interview (though the interview will be recorded with voice and video on MS Teams)

- **How useful do you think they could be when thinking about patient safety issues?**
- **How easy to use would they be in a patient safety team/ function (national/ regional/ local)?**
- **Were they interesting/ enjoyable to study in the workshop?**

SEIPS model

For example:

- Was the model clear to understand?
- Do you think it would be easy to use (for any purpose- with little training/ lots of training)?
- Do you think it would be useful to use (for any purpose)?
- Do you think it worked with multiple incidents like the NRLS (and other data) examples?
- What do you think it could be used for in patient safety – as described for potential PSAs or other work?

Prompts

Views of the diagram representing the model

Including colours or a way to highlight themes on the model?

Populating the template on your own/ as a team/ with HFE support

Does it help show what actions might be taken?

Do you think you'd get enough depth for the time it would take to do?

Additions/ subtractions to the model

Merging models?

Accimap

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Prompts
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Including colours or a way to highlight themes on the model?
Populating the template on your own/ as a team/ with HFE support
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Additions/ subtractions to the model
Merging models?

For your role or us as a team
For example:
- Could we use one or both models in the team? What for?
- Could we adapt one or both models, for example merge them, add or take away something?
- Did you enjoy working on the examples?
- Would their use add something we don't have covered now?

Human factors (if time) – any further comments e.g.:
- Is human factors of interest to you?
- What other areas of human factors would you like us to learn about or consider using as a team?

What else would you like to say about this workshop, topic area (systems models) or subject (human factors)?

Closure and thank you
I will offer to provide feedback to the team, probably as a presentation and discussion topic in a joint team meeting