

Interview Guide

Start-up questions

- What did you think of the project before it commenced, when you first heard about it?
- Who introduced the project in the department?
- What do you think about the project now?
- What has changed? (why?)

The WHO-HPH Recognition Process elements

1. Were you involved in the Medical Record Audit?
 - If yes, how did you do it?
 - If yes, how was it? (Was it easy or hard?)
2. Were you involved in the Patient Survey?
 - If yes, how did you do it?
 - If yes, how was it? (Was it easy or hard?)
3. Were you involved in the Staff Survey?
 - If yes, how did you do it?
 - If yes, how was it? (Was it easy or hard?)
4. Were you involved in completing the Organizational Data Form?
 - If yes, how did you do it?
 - If yes, how was it? (Was it easy or hard?)
5. Were you involved in drafting the Quality Plan?
 - If yes, how did you do it?
 - If yes, how was it? (Was it easy or hard?)

Overall, what do you think of the 5 elements?

Implementation.

1. Were you involved in the implementation?
 - If yes, how did you do it?
 - If yes, how was it? (Was it easy or hard?)

Overall Reflections.

- What, if anything, has your department gained from the project?
- Will you continue the introduced “quality management loop”?
- Personal learnings?
- Recommendations for others?
- Do you have any recommendations for improving the project?

Interested in receiving project info?

Is there anything else that we haven’t touched upon or something further you think we should discuss?