Interview guide employees - after intervention (focus group)

This is just a guide, the focus group interview is flexible. Write down what actions the unit has implemented and ask the employees specifically about this - have they noticed about it and experienced changes in their unit? How? Have they become more involved?

Opening question

- Tell a little about yourself.
  - Age, position, experience, how long have you been in your current position?

- Introduction / transition:
  - How do you experience producing with quality and safety in your workplace?
  - In the last year, your workplace has been involved in a project called SAFE-LEAD, have you got it?
  - How? (examples: survey, managers have talked about it, measures, etc.)

Key questions

- Have you experienced that new measures or procedures have been implemented in your workplace in the last year?
  - Which ones? Can you tell us about it?
  - How do you feel this has worked? (positive and / or negative)
  - Have you as employees been involved in companies with any of the measures? In what way?

- Have there been any changes in routines with regard to quality and safety? (Changes in management / physical changes in department / relocation of employees / new strategies / increased commitment etc.)
  - Have there been special areas / themes in focus? Do you know why exactly these areas have been in focus?
  - Have new arenas been established where you talk about quality and safety, if so which ones? (Eg Morning meeting, team meetings)
  - How do you feel this has worked?

- Are there any specific areas in the offer with quality and safety that you think you as an employee are responsible for? What and in what way?
  - Have you experienced new / changed requirements for employees or working methods in the last year?
  - Do you feel that you as employees have been involved to a greater extent or in a different way than before?
  - Have you had follow-up in the last year in areas within quality and safety?
  - Have you participated in anything that contributes to increased competence / knowledge about quality and safety?
  - What / who do you experience contributes to motivation and commitment to work with quality and safety?
  - Is there anything you miss that could have been of help to you in your work with quality and safety?

- Have you received new systems or other technology in the work with quality and safety in the last year? (Computer systems, checklists)
  - How does it work?

- Can you say something about what you yourself do to involve users and relatives in their daily work? (ask for examples)
  - Do you feel that the management focuses on user involvement? (if so, in what way? Examples).
  - Have there been any changes in how you work with user involvement in the last year? How?

- Is there anyone you feel could have been done differently who would have improved the work with quality and safety in your workplace?
- Have you experienced changes in the organization in the last year (for example reorganization, new leader, new tasks)?
- How has this affected their work?
- Do you feel that it has affected the opportunities to provide good quality services? How?

Closure

- Is there anything you want to add about the team that did not appear in the questions?