

Support for healthcare workers and patients after medical error through mutual healing: Another step towards patient safety

1

2 **Appendix A – Interview Guide**

- 3 • Thank you again for participating
- 4 • You received the information letter and consent form by email. Any questions before we
- 5 start?
- 6 • Reminder that it's a 30-60 minute interview, I'm sorry in advance for any interruptions. I
- 7 will keep us on track for time.
- 8 • We are recording the interview, and will transcribe it. I'll start the recording now.
- 9 • [Start Recording]
- 10 • You're able to end the interview at any time and should any questions be
- 11 uncomfortable, you're welcome to pause and even skip them: Ethics: "Prior to the start
- 12 of the interview, the researcher will confirm that the participant is free to withdraw
- 13 from the study at any time. During the interview, if the participant becomes
- 14 uncomfortable or distressed, the researcher will stop the interview and ask if the
- 15 participant would like to end the interview. At that time, they will be given the option to
- 16 withdraw from the study, continue at another time, or continue when they have
- 17 regained their composure."
- 18 • After the interview if you want to withdraw from the study, you can and your data will
- 19 not be used in the analysis. You have 30 days in which to withdraw from the study:
- 20 Ethics: "The researcher will inform the participant at the end of the interview that they
- 21 can contact the researcher to withdraw their data from the study should they wish to do
- 22 so. They will be given the researcher's contact information at the end of the interview
- 23 for this purpose. The participants will be informed at that time and via the information
- 24 letter that they have 30 days in which to withdraw from the study."
- 25 • Remind them of the purpose of the interview. Looking beyond "what happened" to
- 26 "how did you feel afterwards, what would have helped"; a reflection of their experience

27

28 **Prompting questions**

29

301. Please tell me about your experiences with medical errors or failures in care. How did the
31 experience affect you emotionally? Is it still affecting you? Prompting: When/Where did this
32 happen? Was any follow up done by the institution with the patient? Have you healed from this
33 experience? Was your personal experience with a medical error from the standpoint of a
34 patient or a healthcare provider? Both? May I please ask you to select the experience that
35 impacted you the most? What is the process for dealing with the emotional aftermath when an
36 error is made in your practice/unit/workplace?

37

382. Did you ever meet with the patient and/or family members / Healthcare Worker to have an
39 open and genuine conversation about your emotional experiences after the medical error? [Has
40 a patient ever approached you to talk about what they perceive as a patient safety
41 incident/failure in care/harm? How did that go?] Prompting: How did the experience affect you
42 emotionally? Is it still affecting you?

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- 1 a. If yes, tell me what it was like. Did it help you heal from the experience? Prompting: Or
2 did it make things worse?
- 3 b. If no, why not? If you had met, do you think it would have helped you in the healing
4 process? How it would have helped you?
5
63. Do you think it is a good idea for healthcare workers and patients and/or family to meet and
7 talk about their emotional experience after a medical error?
8
- 9 a. If yes, why? Prompting: What would be the benefits of such a meeting? How should
10 these meetings be facilitated and/or who should attend? What needs to be in place for
11 these meetings to be successful? Prompting: When and where should these take place?
12 When should this meeting happen in the emotional healing journey?
- 13 b. If no, why not? Do you see any risks associated with such a meeting? What would you
14 suggest is a better way to heal emotionally after a medical error?
15
164. (For patients) Would you expect an apology from the healthcare worker? What should/would
17 an apology include? Please explain.
18 (For healthcare workers) Would you expect forgiveness from the patient and/or family
19 members? Please explain.
20
215. What are some of the barriers to meeting a patient and/or family member / healthcare worker
22 after a medical error? How can these barriers be overcome? Were you ever given the chance to
23 fill out a patient experience survey? Or given the opportunity to anonymously document your
24 experience?
25
266. Anything else to add?
27
- 28 Thank you for sharing your story and experiences.
29 [End recording]
30