Appendix 2. Interview schedule

IMPROVING THE USE OF MORTALITY DATA FOR PATIENT SAFETY

Name of respondent:

Title of respondent:

Date:

Duration of interview:

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A. M&M MEETING CHAIRS

1. What do you see as the main purpose for reviewing deaths?

Prompts:
- Can you describe your process for reviewing deaths? Can you explain how the cases to be presented are chosen?
- What do you consider important to highlight and discuss at meetings?
- Can you explain how you think the meetings can contribute to making clinical care safer?
- What are your views about having other health professionals attending the meetings?
- How do you think your meetings have changed over the last year?

2. What happens as a result of the meetings?

Prompts:
- Can you explain how actions are taken forward from the meetings?
- How do you feel about following up actions at subsequent meetings?
- How do you communicate decisions made at meetings to all staff – especially those that don’t attend the meetings?
- How do you hear of any changes in practice that have been implemented?
What are your views about recording the meetings’ proceedings?

What are your views about having to report now to the Safety Monitoring Committee?

3. Tell me what you think about using the review form? (Provide a brief description for chairs of control groups)

Prompts:
- How do you feel about using a standardised review form?
- Has it/would it had an impact on the way you approach the meeting or review deaths now?
- How do you feel about using it once the study testing is over?
- What aspects would make you reluctant to use it after this study?
- Is there anything else that you would like to add?

B. FRONTLINE STAFF

1. Can you tell me what you know about M&M meetings in ………

Prompts:
- Can you explain why is the meeting held where it is and when?
- Is there any formal requirement for you to attend the meetings?
- How do you hear about the meetings and do you get relevant papers beforehand?
- Do you know which other health professionals are invited?
- Can you explain how the cases to be presented are chosen?
- Do you think that everyone in the meeting feels they can contribute to the discussions?

2. What do you see as the main purpose of the meeting?

Prompts:
- Can you explain how you think the meetings can contribute to making make clinical care safer?
- Have you any ideas of what you want from meetings that you are not already getting?
- What views do you have about using a structured form or process to review deaths?

3. What do you think should happen after the meetings?

Prompts:
- Can you explain how actions from the meetings are taken forward?
- Do you feel that anything changes as a result of discussions in the meetings?
- How do you get to know about any changes to practice which result from meetings if you don’t attend?
- What are your views about the care groups having to report now to the Safety Monitoring Comm?
C. MANAGERS AND SENIOR EXECUTIVES

1. How is the safety and quality of care assured?

Prompts:

- What data do you currently receive and in what way is this helpful?
- How often do you receive the data and is this satisfactory?
- How do you think intelligence arising from M&M meetings should come to the Board?
- What data do you want to give you the assurance that patient care is safe and avoidable deaths are limited?
- What do you see as the main drivers for the trust’s focus on governance of mortality data?
- How do you see the governance structure for mortality data now and how does it differ from 2 years ago?

2. The role of M&M meetings as part of governance and in providing assurance

Prompts:

- What do you see as the main role of M&M meetings?
- Can you explain how you think the meetings can contribute to making clinical care safer?
- How would you like to see Trust M&M meetings operating to provide you with assurance?
- Have you attended any M&M meetings?

3. The impact of the study’s Mortality Review Form (provide a brief outline for those not familiar with it)

Prompts:

- How do you see a standard mortality review process fitting into the overall quality improvement programme?
- How do you think such a process could help provide assurance?
- How could you see it being taken forward and rolled out across the Trust?
- Have you any further comments that you would like to add?