



Interview Topic Guide

DA VINCI: What affects the quality of care for people with dementia in hospitals and where can a visual system help? Health professionals' views

1. Welcome and introduction

Seek consent to continue and to audio-record the interview. Let participant know that no personal identifiable data will be recorded and an ID number will be allocated to them

2. Introductory questions

To start could you tell me about your current role? How long have you held that post for?

Could you tell me a bit about your experience in working with people with dementia? (if not already mentioned).

3. Visual identification system in your organisation

We are interested in the dementia care approach in your organisation and in particular the visual identifier you use (e.g. butterfly, flower, wristband). Can you tell me more about the identifier? What does it involve and how does it work? *Probe for context: Where used, by whom? At what point in the patient's journey?*

How are patients and relatives involved in decisions about using identifiers? How do you get consent?

So what else does your visual identification system involve to help in providing good care to people with dementia (e.g. guidelines, training, policy...)? How important do you think these are and why?

What do you feel about the visual identifier you use in your organisation, does it work well? Why? Are there any limitations?

4. Challenges in providing high quality care for people with dementia

What do you see as the main challenges in providing high quality care for people with dementia in hospital? Why do you think these problems and challenges are difficult to overcome?

In your experience, does using a visual identification system help to address some of these challenges? In what ways (*examples from their experience*)?

In your experience, are there any challenges that a visual identification system doesn't help address? If so what are they?

I'd like to discuss in a bit more detail now your views on visual identifiers, what you see as the benefits and tensions, and how you think they would work in an ideal world.

5. Views on the benefits and challenges of visual identifiers

What do you see as the main purpose of using visual identification systems? Why is this important?

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Who do you think needs to know that a patient has dementia, at what point and why?

What benefits do you think visual identification systems have for patients, relatives, staff, your organisation?

Do you think using visual identifiers has any harms or negative consequences?

- for the patient
 - o Could patients be disadvantaged if they have a visual identifier? In what way?
PROBE – stigma, violate rights to confidentiality, obscures individuality, leads to assumptions, seen as a burden by staff
- their relatives? In what way
- for staff? In what way?
- for the ward/hospital?
-

6. Your vision?

Can you describe a vision for how visual identifiers should be used to work best for patients with dementia and staff? (PROMPT)

- *What would they look like?*
- *Where would they be placed?*
- *At what point would they be 'attached' to a patient? Should the decision be made in the community rather than in hospital?*
- *How can they be designed to make sure the people who need to know are aware of the patients' dementia, but protecting patients' privacy?*
- *Would you include people with suspected as well as confirmed dementia? Why and how would that work? What about when patients have fluctuating capacity?*
- *How would decisions be made about whether a patient had a visual identifier? Who should be involved? Should people give explicit consent? What if a patient lacks capacity?*

What else would need to be in place to make visual identifiers work in improving the care and experiences of patients with dementia in hospitals (e.g. principles, decision support, training, environmental changes)

Do you think there should be one standardised system nationwide to identify people with dementia in hospital? Why?

7. Closing and thanks

Finally, if your loved one was in a hospital that uses this identifier, what would you like staff to remember when they see it?

Check that the participant is still happy for you to use all the information provided and offer the possibility to erase sections of the recording. Thank them for their time and contribution.

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