

Appendix 2: Study interview guide

1. Tell me about [name of organisation]?
2. Tell me about your professional role?
 - a. Probe: professional background/training, clinical/administrative context of work, responsibilities in relation to patient safety
3. What is your role in the implementation of the MMSF? How involved have you been?
4. How is the MMSF being used at [name of organisation]?
Probe: Which programs are using the MMSF? How is it being used? How many staff have been involved on the unit? Elsewhere?
5. Do you feel that the MMSF ‘makes sense’ to you now? If yes, when did the MMSF start to make sense and come alive for you? (e.g. after LS1 or LS2...)
 - a. Probe: was there a specific event that was an ‘aha’ moment?
 - b. Probe: what was the most challenging concept for you to understand and apply? And what helped to clarify it for you?
6. Tell me about the mentorship that you received for the MMSF?
 - a. Within the organisation
 - b. Coaches
 1. Coaching calls
 2. Site visits
 3. All-team calls
7. Tell me about your participation in the MMSF education sessions?
 - a. Probe: which attended, your perceptions of the education programs, which sessions were helpful, recommendations for how to make the education more effective and to give the teams a better sense of how to use the framework in daily practice
8. Can you describe your experiences with implementing the MMSF?
 - a. Probe: strategies used to implement the framework, where framework was implemented, who was engaged in its implementation, what seems to work? Now work?
 - b. How is it adaptable to different problems/contexts?
9. Can we walk through each of the domains of the Framework and get your input on how each is being used?
 - a. Probe for examples/details
 - b. Probe: which, if any, is a new approach to how you think about safety and how has it impacted the care you deliver?
10. Do you find that you tend to use certain MMSF domains or prompts more than others? If yes, which? Why?
11. What factors do you see as impacting on the uptake of the MMSF?
Probe: factors that promote (individuals, organisational, framework)
Probe: factors that challenge
12. Have you seen the use of the MMSF impacting on practice and patient care? How?
 - a. Probe for examples/details
 - b. Based on your knowledge of who on your teams were most engaged and involved in the framework implementation
13. Do you believe you have the knowledge and confidence to teach the MMSF to another staff member or unit?
 - a. If Yes – have you already taught the MMSF? – to whom? How?
 - b. If No – what would you say are the barriers to reaching the point where you could?
14. Do you have plans for future use of the MMSF?
 - a. Probe: future plans, what is required to implement those plans
 - b. Probe: do you envision MMSF being spread or scaled up within your site or to other sites and how will that happen?
15. Is there anything I have not asked that would be helpful to share with me about your perceptions and experiences of the MMSF?