



UCL DEPARTMENT OF APPLIED HEALTH RESEARCH

## HASU 24/7 study: Staff interview guide

### 1. Tell me about your background and role in the HASU.

- Position and length of time at HASU
- Previous experience with stroke care (and possibly other related fields, e.g. geriatrics)
- Shifts worked currently/previously worked in HASU

### 2. Tell me about a typical day working in the HASU.

- Explore each part of the day as described
- Managing tasks/demands (what helps)
- Challenges and where they come from

#### Listen/probe around:

- Description of procedures in line with clinical and organisational guidance for HASU
- Critical decisions: who, how, and when are they made
- Impact of how services are delivered on quality of care and patient/carer experiences
- Methods of working together/coordination of specialists
- Factors influencing HASU (e.g., hospital structure)
- Differences between in hours care and out of hours care

### 3. What is it like working ‘out of hours’, compared to ‘in hours’ at the HASU for you or your colleagues?

- Differences like: staff experience, quality of care, coordination, patient/carer experience
- Factors influencing differences
- Definitions of difference: OH weekend v. nighttime
- Relevance of issue: OH/IH compared with other time-relevant differences (e.g., care delivered on different days of week) or factors perceived as more influential in shaping quality of care (e.g., staffing levels)

### 4. Tell me about how staff work together.

- Position and supervisory structure
- How disciplines are managed (e.g., separately or integrated; procedures for)
- Rota decisions: who makes and what influences in planning and implementing
- Rationale for arrangements
- impact of arrangements
- Differences between in hours care and out of hours care

### 5. In your experience, how does the HASU keep track of the quality of the care that it delivers?

- types of internal/external audit and assessment data used to track
- procedures for assessment
- staff roles and responsibilities
- extent to which IH/OH is assessed
- perceived impact of assessments
- important factors outside of HASU assessment (e.g., other hospitals’ procedures)

**6. What do you think is most important to delivering care successfully in the HASU?**

- Follow key themes but listen for our key themes: time of care; staff coordination; quality monitoring; patient experiences; coordination of HASU within larger healthcare delivery systems and associated factors;
- factors/processes that influence ability to deliver

**7. Is there anything else we have not discussed, that you would like to add?**