

Online Appendix A

Interview

Opening script:

The questions I am going to ask in this interview are about your Board's knowledge, attitudes and activities in relation to the quality and safety of healthcare provided by your health service.

I am not asking for your Board's official position on anything. But nor am I only asking for your own personal view (which may or may not be the same as that of your colleagues). Rather, what I am seeking is your understanding of your Board's views and approach, as best you understand those things.

I want to remind your responses will be confidential. Only Professor Studdert and I will have access to the transcript of this interview. When we write up our findings we will take care to present them in a way that does not identify you or your health service.

Demographic Questions:

- Length of time with health service
- Position (Chair / Chair of the Quality Committee / CEO / Quality manager / other)

Interview Questions (adapted and supplemented with follow-up questions as appropriate)

1. Can you tell me a little about your **professional background** and how you came to be involved with your health service Board?
2. What **changes** have you observed in Board governance of quality and safety over the time you have been involved with the health sector?
3. What are the **most important activities** undertaken by your Board in relation to quality and safety of care? Why?
4. (a) Have any particular **individuals or experiences** influenced your Board's approach to quality and safety?

(b) Have any **external organisations** influenced your Board's approach to quality and safety?
5. (a) How is quality and safety **data reported** to your Board?

(b) If your Board has a **quality dashboard**, how was it developed?
6. How confident are you that your Board receives the **right information** to make decisions on quality and safety?

7. Do you see **benchmarking** against other similar health services as useful for your organisation?
8. What role do Board members with a **clinical background** play in relation to quality and safety within your organisation?
9. For Board members who wish to **develop their understanding** of quality and safety, what sorts of opportunities are most helpful?
10. (a) In an **ideal world**, what would you be doing differently in relation to quality and safety?

(b) What are the **barriers** to doing those things?
11. Do you have any **other comments**?