## Additional file 3: Interview topic guides (WP 1)

|  |
| --- |
| **Interview topic guide: Health care professionals views and experiences of the ‘Know Check Ask’ campaign** |

Script 1: HCPs (16 questions)

|  |
| --- |
| Introduction  “Hello, my name is x from the RCSI, we spoke last week and arranged to talk about your views of the ‘Know Check Ask’ campaign and message. Is it still a good time for you?”  Verbal consent  “Just to remind you that I’m going to record our conversation…is that ok?”  Start recording  “I’ll start the tape now.”  Assure of confidentiality  “Please be assured that everything you say will be kept confidential.”  “Before we start would you like to know more about the study?”  Summarise the purpose of the study  The WHO global patient safety challenge, Medication Without Harm, aims to reduce the level of severe avoidable harm related to medication use by 50% over 5 years, globally. Building on WHO campaign materials the HSE National Quality Improvement (NQI) team launched the ‘Know Check Ask’ medication safety campaign, for people who use medicines and carers of those using medicines. The key aim is to encourage people to keep a list of their medications and bring it to any appointments or admission. The Know Check Ask campaign is about people knowing the medication they use (use a list, read labels, instructions, leaflets), checking (make sure prescription details are clear, check understanding), and asking their healthcare professional if they are unsure about their  medication. We are interviewing a number of HCPs across Ireland to find out what you think of this campaign, how you think it can be expanded or improved.” |

**Section 1: Awareness of ‘Know Check Ask’ (KCA) campaign**

|  |
| --- |
| Q1. “So to start off could you tell me about what you know about the Know Check Ask campaign? Were you aware of it before you were asked to take part in this study?”  Prompts: “When did you first hear about it? What were your initial thoughts about it?”    Q2. “Why do you think the Know Check Ask campaign was introduced?”  Prompts: “The HSE by introducing this campaign hoped to improve medication safety at transitions of care/patient safety with medicines/improve quality of medication history at OPD appointments/admission. What do you think about this? The HSE also hoped to resolve problems with getting good medication history/adherence/empower people taking medicines. What do you think about this objective?”  Q3. “There are support/resources available to assist you in encouraging people using your service to keep a list of medicines and/or promote the KCA message - are you familiar with how these resources and support can be accessed?”  Prompts: “What types of support e.g. posters, videos, website information on [www.safermeds.ie](http://www.safermeds.ie), articles in newsletters, presentations, access to printed medicine lists? Have you used the posters, medicine lists, videos, information on the website? If you haven’t used them why not?” |

**Section 2: Resources and support**

**“So now we’ll move on to some questions about improving the resources that are available to help you apply the KCA message.”**

|  |
| --- |
| Q4. “We asked you to look at the safer meds website - what do you think about the quality of the resources/materials (posters, medicine lists, videos)? Is there anything that can be used or could be more effective that you’d like to have available?”  *If unaware of resources* “What tools and resources could help HCPs promote KCA, encourage the person keeping a list and the HCP using it? How can these resources best be provided so it’s easy for HCPs to use them?”  Q5. “In order to gain support for this campaign within your profession what resources do you think are needed? What support is required e.g. digital tools/an app?”  Prompts: “Are the tools and methods of the KCA campaign good, and just need to promote them more and get them embedded into practice? How could HCPs feel it’s worthwhile and easy to promote it?” |

**Section 3: Views/perceptions of KCA campaign**

**“So now I’d like to ask you about your views of the campaign and also get some information about what your colleagues think of it.”**

|  |
| --- |
| Q6. “What are your thoughts about the Know Check Ask campaign? Is there anything that you find particularly helpful/useful about this campaign?”  Prompts: “What do you think about patients keeping a list of their medications? How do you think it could be used? E.g. hospital admission, transitions of care etc. What impact do you think it would have on your relationship with your patients? What reservations do you have (e.g. lack of trust in patient held lists)?”  Q7. “Have you applied any aspects of the Know Check Ask campaign or its message in your workplace? Are you using something similar to the Know Check Ask Campaign in your practice, could you tell me about that?”  Prompts: “For example do you encourage people attending your healthcare setting to keep a list of medications? If so, how do you use this list? Do you encourage people to know what their medicines are for, check the dose and frequency and ask you/HCPs about the medicines if they have any questions? Do you use the KCA campaign materials/message? Is there anything that you find particularly helpful/useful about the KCA campaign e.g. helped you discover any medication problems/issues?”  *If aware of campaign but not applying it in practice:* “Is there any reason why you think it is not a good idea to encourage people to keep a list of their medications? Prompts: Clinical reasons/practical reasons e.g. too busy?”  Q8. “So you have used the KCA approach/resources - what effects have you seen?”  Prompts: Positives - improved communication/relationships/patient safety/improved the health care you give  Negatives – burden on people/HCPs/unreliable lists? (Ask for examples.)  *If the KCA approach and/or resources not been used*: “If you were to use the KCA approach/resources what benefits do you think you would see? What impact do you think it would have on your day to day care/practice?”  Q9. “What do you think are the challenges/difficulties about this campaign? What might prevent people using a medication list, asking, checking about medicines?”  Prompts: Consider from HCP perspective - awareness of HCP of importance of good quality medication history/benefits of reviewing person’s list? Openness of HCP asking about any issues with medicines/if person has a list?”  Consider from individual’s perspective -awareness of KCA message/benefits of keeping a list/confidence to share it with their HCP/access to the tools e.g. list? Can you think of any reasons people might not want to use it? Is it difficult for particular people to use/engage with?”  Q10. “In general how do you think your profession perceives this campaign? What do they think of it? Do you know of colleagues who have heard of the KCA or who apply any aspects of the KCA with people attending their service e.g. keeping a list of medicines?”  Prompts*: “*Do opinions about KCA and people keeping a medication list differ among your colleagues? Was the KCA campaign welcomed by your colleagues?  *If colleagues not aware or doesn’t know colleagues’ opinions on KCA:* “What kind of evidence is needed about the effectiveness of KCA or of people sharing their list with HCPs to get HCPs on board?” |

**Section 4: Applying the KCA campaign**

**“Now I’d like to ask you some practical questions about the KCA campaign.”**

|  |
| --- |
| Q11. “In your opinion is there a particular knowledge or skill set needed to promote this campaign or support its use where you work? Who is best suited to doing that (what role) and what could they do?”  Prompts: (HCP factors) “e.g.clinical experience, medication knowledge, time, role. Do you think other HCPs might be better placed to promote the KCA? Could a pharmacy technician/practice nurse/OPD secretaries promote it?”  Q12. “Do you have any difficulties remembering to promote the KCA with people (e.g. giving them a blank medication list, encouraging people to ask and check about medicines) in your practice?”  Prompts: “Do you use any techniques/cues to help you to remember to apply it with people attending your healthcare settings?”  *If not using KCA*, “If you were to use the KCA campaign, how would you integrate it into your daily practice? What are the techniques and cues you would use to remember to actively promote and engage with the KCA message?”  Q13. “Do you ever intentionally decide not to use a person’s medication list, or not give them a blank list, or not to encourage them to check and ask about their medicines [pause] and why is that?”  Prompt: (HCP perceptions of patient-held lists) “Do you trust a list prepared by the person vs GP/pharmacy?” |

**Section 5: Future improvements**

**“So now I’d like to ask you how you think the KCA message could be improved.”**

|  |
| --- |
| Q14. “Is it worth continuing the KCA campaign/message? Do you have any suggestions on how it can be improved?”  Prompts: “Where or by whom could the message be promoted to greatest effect? Are there other, better ways of getting improving safe use of medicines?”  Q15. “If you were in charge of the health service, what would you do to encourage and enable people to understand and check their medicines and communicate about them with HCPs more effectively, particularly at transitions?”  Prompts: “What kind of changes do you think need to be made to healthcare organisation to support people to understand and check their medicines and to use a medicines list? What should the HSE do overall? What local actions are needed to support people to use a medicines list?” |

**Closing question**

|  |
| --- |
| Q16. “So to finish up is there anything else you would like to discuss?” |

|  |
| --- |
| Thank interviewee for their time.  Reassure again re confidentiality.  Provide contact details if they have any questions, wish to review their transcripts or if further information is required.  Stop recording. |

|  |
| --- |
| **Interview topic guide: Patient’s views and experiences of the ‘Know Check Ask’ campaign** |

(16 questions)

|  |
| --- |
| Introduction  “Hello, my name is x from the RCSI, we spoke last week and arranged to talk about your views of the ‘Know Check Ask’ campaign and message. Is it still a good time for you?”  Verbal consent  “Just to remind you that I’m going to record our conversation…is that ok?”  Start recording  “I’ll start the tape now.”  Assure of confidentiality  “Please be assured that everything you say will be kept confidential.”  “Before we start would you like to know more about the study?”  Summarise the purpose of the study  “Before we start I’d just like to tell you a bit about the study. The WHO global patient safety challenge, Medication Without Harm, aims to reduce the level of severe avoidable harm related to medication use by 50% over 5 years, globally. Building on WHO campaign materials the HSE National Quality Improvement (NQI) team launched the ‘Know Check Ask’ medication safety campaign, for people who use medicines and carers of those using medicines. The key action the campaign promotes is that people keep a list of their medications and bring it to any appointments or admission. The Know Check Ask is about people knowing the medication they use (use a list, read labels, instructions, leaflets), checking (make sure prescription details are clear, check understanding), and asking their healthcare professional if they are unsure about their medication. We are  interviewing a number of people using medicines across Ireland to find out how you manage your medicines, what you think of this campaign, how you think it can be expanded or improved.” |

**Section 1: Awareness of ‘Know Check Ask’ (KCA) campaign**

|  |
| --- |
| Q1. “So to start off could you tell me about what you know about the Know Check Ask campaign? Were you aware of it before you were asked to take part in this study?”  Prompts: “When did you first hear about it? (online; posters; recent tv ads; HCP). What were your initial thoughts about it?”  Q2. “Why do you think the Know Check Ask campaign was introduced?”  Prompts: “The HSE by introducing this campaign hoped to empower people taking medicines/help with problems when people are admitted or leaving hospital/have changed GP or pharmacy. What do you think about this?”  Q3. “There are support/resources available to assist you in keeping a list of medicines and/or apply the KCA – have you used the medicine lists, videos, information on the website? If you haven’t used them why not?”  Prompts: “e.g. posters, videos, website information on [www.safermeds.ie](http://www.safermeds.ie), articles in newsletters, presentations, access to printed medicine lists.” |

**Section 2: Resources and support**

**“So now we’ll move on to some questions about improving the resources that are available to help you apply the KCA message.”**

|  |
| --- |
| Q4. “There are a number of support/resources (medicine lists, videos, [www.safermeds.ie](http://www.safermeds.ie)) that are available to assist you in keeping a list of medicines and/or apply the KCA – what do you think about the quality of these resources/materials? Is there anything that can be used or could be more effective that you’d like to have available? If you are looking for information on safe medications which website would you use?”  *If unaware of resources* “What tools and resources could encourage the person keeping a list? How can these resources best be provided so it’s easy for people to use them?”  Q5. “In order to increase the use of this campaign among people who use medicines what resources do you think are needed e.g. digital tools/an app?”  Prompts: “Are the tools and methods of the KCA campaign good, and just need to promote them more and get them embedded into practice? How could people feel it’s worthwhile to keep a medicine list and easy to use?” |

**Section 3: Views/perceptions of KCA campaign**

**“So now I’d like to ask you about your views of the campaign and also get some information about what other people who take medicines think of it.”**

|  |
| --- |
| Q6. “What are your thoughts about the Know Check Ask campaign? Is there anything that you find particularly helpful/useful about this campaign?”  Prompts: “What do you think about people keeping a list of their medications? Are there certain times/situations when you think it would be particularly useful to have a list? E.g. hospital admission, transitions of care, changes in medicines etc. What impact do you think it would have on your relationship with your healthcare professionals? What reservations do you have (e.g. burden, concerns about accuracy of list)?  Do you think a list prepared by the person taking medicines would be trusted by HCP vs GP/pharmacy?”  Q7. “How do you currently manage your medications - keeping a list of medications? How long have you been keeping a list?”  Prompts: “Has the KCA helped you discover any medication problems/issues?”  *If aware of campaign but not applying it in practice:* “Is there any reason that you think it is not a good idea to keep a list of medications/use the KCA?”  Q8. “So you keep a list – has it helped, have you found it useful?”  Prompts: Positives - improved communication/relationships/patient safety/improved the health care you provide  Negatives – burden on people/HCPs/unreliable lists? (Ask for examples.)  *If the KCA approach and/or resources not been used*: “If you were to keep a list do you think it would be helpful/useful?”  Q9. “What do you think are the challenges/difficulties about this campaign? What might prevent people using a medication list, asking, checking about medicines?”  Prompts: Consider from individual’s perspective - awareness of benefits of keeping a list/confidence to share it with their HCP/access to the tools e.g. list/ records not shared across systems? Can you think of any reasons people might not want to use it? Is it difficult for particular people to use/engage with?”  Consider from HCP perspective - awareness of HCP of importance of good quality medication history/benefits of reviewing person’s list? Openness of HCP asking about any issues with medicines/if person has a list?”  Q10. “In general what do people think of the campaign? Do you know of people taking medicines who have heard of the KCA or who apply any aspects of the KCA e.g. keeping a list of medicines?”  Prompts*: “*Do opinions about KCA and people keeping a medication list differ among people you know who take medicines? Was the KCA campaign welcomed by them?  *If people (s) he knows are not aware or doesn’t know peoples’ opinions on KCA:* “What kind of evidence is needed about the effectiveness of KCA or of people sharing their list with HCPs to get people who take medicines on board?” |

**Section 4: Applying the KCA campaign**

**“Now I’ld like to ask you some practical questions about the KCA campaign.”**

|  |
| --- |
| Q11. “In your opinion is there a particular knowledge or skill set needed to promote this campaign or support its use? Who is best suited to doing that?”  Prompts: (people factors) time, organisation skills, literacy, confidence.  (HCP factors) time, level of engagement - will ask if person has any medication issues/a list.  Q12. “Do you have any difficulties remembering to apply the elements of the KCA (using the medication list, asking, checking about medicines)?”  Prompts: “Are different healthcare settings an issue? If there are changes in your medicines/discontinued medicines does that create problems? Do you use any techniques/cues to help you to remember to use it?”  *If not using KCA*, “If you were to use the KCA campaign, how would you make it part of your medical routine? What are the techniques and cues you would use to remember to engage with the KCA message?”  Q13. “Were there times/situations when you decided not to bring a list of medicines and/or not to check and ask about your medicines? Why was that?”  Prompt: “Are there reasons (practical) why you would decide not to use the medication list/when you felt it was not worth the effort e.g. limited time during appointments, didn’t think of it?” |

**Section 5: Future improvements**

**“So now I’ld like to ask some questions about how you think the KCA could be improved.”**

|  |
| --- |
| Q14. “Is it worth continuing the KCA campaign/message? Do you have any suggestions on how it can be improved?”  Prompts: “Where or by whom could the message be promoted to greatest effect? Is it up to people or HCPs (or both) to promote it?  Are there other, better ways of improving safe use of medicines?”  Q15. “If you were in charge of the health service, what would you do to encourage people to manage their medicines?”  Prompts: “What do you think people taking medicines need to do to make sure they understand their medicines and let doctors, pharmacists etc. know about them when seeing different doctors, HCPs?” |

**Closing question**

|  |
| --- |
| Q16. “So to finish up is there anything else you would like to discuss?”  Prompts: Do your needs on managing your medications change over time? e.g. requiring blood tests, more medicines prescribed etc. |

|  |
| --- |
| Thank interviewee for their time.  Reassure again re confidentiality.  Provide contact details if they have any questions, wish to review their transcripts or if further information is required.  Stop recording. |