

Interview Protocol and Questions

Introduction

1. Welcome and introduction to the participant.

- a. What would you say if you were to introduce yourself to a patient?
- b. Provide a brief overview of the study and develop rapport.
- c. Introduction script:

Hello, I am Dorcas Aba Engmann. I appreciate your willingness to take the time to speak to me today in participating in my research. I am a master's student with the Department of Nursing, Kwame Nkrumah University of Science and Technology. I am focusing my thesis on **“Experiences of nurses reporting adverse events at Ahafo-Ano North Municipal Hospital”**.

I want you to feel comfortable during this interview. For me to listen carefully during our discussion and to accommodate the interview transcript, I would like to record this interview. This would enable me to review our discussion carefully to ensure I have learned as much as possible from your input. The recording will remain confidential, and your privacy will be maintained. I will transcribe the interview recording into a text file. There will be no personal or company information included in the transcription. Are you comfortable with this interview being recorded? [If the interviewee answers No, offer to the script as much as possible and continue the interview].

There are no correct or incorrect answers to any of the questions I will be asking you. I want you to feel free to express and expand your thoughts on the questions as much as possible. We have set aside an hour for this interview. Does this time work for you? [If No, modify the schedule if possible or reschedule with the interviewee. If yes, continue to the next step.

- d. The researcher presents the consent form and discusses the contents, answers questions, and/or concerns of the participant.
 - e. Reiterate participant rights.
 - f. Ensure the audio-recording device is turned on during interviews.
 - g. Introduce the participant with a pseudonym/coded identification, and acknowledge the date and time of the interview.
 - h. Restate the research purpose and overarching research question in detail.
2. Continue with the following icebreaking questions:
- a. What is your motivation for choosing to be a nurse?
 - b. What are some of the challenges of being a nurse?
 - c. What are the excitements of being a nurse?

3. Begin with the main probing questions and follow through to the final question.

Interview Questions

1. **Occurrence** of adverse event:
 - a. What is your understanding of adverse events?
 - b. Kindly share with me the types of adverse events you have experienced in the course of providing nursing care.
 - c. Can you describe your general attitude towards reporting adverse events?
 - d. How much importance do you place on reporting adverse events in your daily work routine?

2. **Challenges**: How are the challenges you have experienced in reporting them?
 - a. Structural or organizational challenges/barriers to reporting AEs (e.g., lack of reporting tools)
 - b. Challenges with blame culture from managers
 - c. Challenges from patients and relatives
 - d. Challenges from co-workers

3. Subjective norms (**support systems**):
 - a. In your opinion, how can AE reporting be improved in your facility? (**Facilitators**)
 - b. How do you feel about your colleagues or superiors expecting you to report adverse events?
 - c. How is the culture of open communication and transparency in your workplace when it comes to reporting adverse events?
 - d. Which support or encouragement have you received from co-workers or superiors to report adverse events?
 - e. How do the opinions of others in your workplace influence your decision to report an adverse event?
 - f. How have social pressures discouraged you from reporting an adverse event?

4. Perceived behavioural control:
 - a. Have you ever felt overwhelmed by the reporting process, and if so, what steps have you taken to overcome this feeling?
 - b. Which external factors such as time constraints or staffing levels may affect your ability to report an adverse event?
 - c. Do you believe that you have the necessary resources and tools to report an adverse event when it occurs?
 - d. Which challenges did you encounter when you reported the adverse event?

5. Actual behaviour control:
 - a. Have you ever faced any technical difficulties when reporting an adverse event?

- b. Are there any policies or procedures in your workplace that make it easier or more difficult for you to report adverse events?
 - c. Are there any training programmes or workshops available in your workplace to aid you in reporting adverse events?
 - d. How confident are you in your ability to deal with any repercussions that may arise from reporting an adverse event?
6. Control beliefs:
- a. Have you ever had any negative experiences related to reporting an adverse event, and if so, what were they?

Outcomes

- a. How has the reported AEs been dealt with in your facility?
- b. How would you describe the benefits of AEs that has been reported in your facility?

Exit Questions

1. What additional information based on your experiences relative to adverse event reporting would you want to share?
2. Express gratitude and complete the demographics sheet for the participant.