

Interview Guide

1. This is a study about medical social work. What is medical social work practice?
 - a. What are medical social workers responsible for?
2. Describe the scope of your work in your healthcare setting. You may start with talking about your setting and then your role in that setting.
3. Describe your typical day before the COVID pandemic began.
4. What aspects of your job have changed since COVID?
 - a. Are you serving the same type of clients?
 - b. Have your hours changed?
 - c. Are you working from home or on-site?
5. What things have you been asked to do that are outside of your scope of work, if any?
 - a. Do you have resentment about not having the opportunity to work from home?
6. What is it like working with the interdisciplinary team during COVID?
 - a. How are you conducting interdisciplinary team meetings now?
 - b. How is this different from before COVID?
7. What does “essential worker” mean to you?
 - a. What would happen if social work wasn’t there?
 - b. What is the risk of having to be there?
 - c. Do you feel valued?
 - d. Are you receiving hazard pay?
8. Other social workers have discussed the stress and frustration associated with working during COVID. What has been your reaction?
 - a. How do you balance personal life and work life?
 - b. What are your self-care practices?
9. What is most important about your social work role during the pandemic?
 - a. What type of ethical dilemmas do you encounter in your work?
 - b. Are those the same or different from COVID?
10. The social work code of ethics calls us to achieve social justice. What injustices have you observed during COVID?
11. How should you have been prepared in your healthcare setting?
12. How should you have been prepared in your academic curriculum?

13. Imagine you were talking to your social work professors. What would you tell them about how they should train social workers in the classroom to prepare for a pandemic?
14. As an individual, what personal characteristics, values, or skills are helpful to have as a medical social worker?
15. Is there anything else you would like to share about your experience as a healthcare professional during COVID?
16. What was your motivation for participating in this study?