

Supplemental Digital Appendix 1

Nurses' Perspectives About Providing Feedback on Residents' Performance: Semistructured Interview Guide

Introduction

This study aims to explore nursing perspectives on assessment of resident physicians.

You do not have to answer every question and can stop the interview at any time. If you need to attend to an urgent matter, we can stop the interview and recommence it later.

We will talk about your experiences with, thoughts on, and opinions about nurses assessing residents. We are interviewing registered nurses to learn from their experiences.

Please remember that the information you share during the interview will be confidential. Transcripts will be labelled with a study number, and no identifying information will be associated with the publication of direct quotes.

- Your participation in this study is voluntary. The alternative to this study is not to participate.
- You may decide not to be in this study, or to be in the study now, and then change your mind later without affecting your employment, or other services to which you are entitled or are presently receiving at this institution.
- If you withdraw your consent, the study team will no longer collect your personal identifying information for research purposes and your responses will be removed from the transcript.
- If you do not want to answer some of the questions, you do not have to and you can still participate in the study.

Before we start, do you have any questions?

Demographics [to be collected BEFORE audio recording]

- 1) Sex
- 2) Age
- 3) Number of years as an RN
- 4) Number of years working with residents
- 5) Area of practice: Emergency Medicine or Internal Medicine Ward
- 6) Number of years working in Emergency Medicine
- 7) Number of years working in Internal Medicine
- 8) Any other health care degrees/training

For the rest of the interview, I have some slightly more specific questions about nursing perspectives on assessment of resident physicians. Are you ready to start?

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*****BEGIN AUDIO RECORDING*****

Today is _____ and this is my interview with Insert ID #

Reminder to participants to not use personal identifiers

Guiding Question:

- 1) Think back to your recent set of shifts in the past 4 weeks, and your experiences working with a resident. Can you tell me about what it was like working with them?
(For interviewer): Probe about nature of interaction – for example: were you helping with a procedure? Helping actively manage a patient? Were you passively observing or actively involved in patient care?
 - Were there any specific skills or abilities that you felt the resident was really good at?
(For interviewer): Prompt for specific skills and abilities (ex: communicating with patients, engaging with family, procedural skills, etc.)
 - How did you notice that?
 - What did you do with that information? Why?
- 2) Thank you, that was helpful. I would now like to focus on this resident from the opposite viewpoint. Were there any specific skills or abilities that you felt the resident should have done differently?
(For interviewer): Prompt for specific skills and, abilities
 - Was there anything you felt the resident struggled with?
 - How did you notice that?
 - What did you do with that information? Why?
- 3) I want you to think about times in your career when you disclosed Positive information about a resident's performance to the attending physician. Can you tell me about those experiences?
 - Was there a specific skill or behaviour that made you share that with the staff?
 - What prompted you to think that the attending physician needed to know or should know about this?
 - Did you disclose your observations to the resident? Why or why not?

- 4) Some respondents have told us they have a sense of who a strong resident is, but they don't feel they are in a position to rate them? Does that resonate with you?
 - Give me an example of a time you thought, "Wow this resident is really strong".

- 5) I want you to think about times in your career when you disclosed Negative information about a resident's performance to the attending physician. Can you tell me about those experiences?
 - *(For interviewer): Alternative question if participant unable to provide example: What types of poor resident skills or abilities warrant sharing information?*
 - Was there a specific skill or behaviour that made you share that with the staff?
 - What prompted you to think that the attending physician needs to know about this?
 - Did you disclose your observations to the resident? Why or why not?

- 6) Was there ever a time you felt like you wanted to provide anonymous feedback about a resident's performance? Can you give me an example?
 - What made you want to disclose the feedback?
 - How did you make the decision to provide or not provide the feedback?
 - What made you feel like you had to be anonymous?

- 7) Do you feel like you are able to observe changes in a resident's performance over time? Can you give an example?

- 8) Some nurses have told us they feel that they can see things about a resident's performance that an attending physician does not see. Does this resonate with you?
 - Can you provide an example of this?
 - Do you think resident's change their behaviour with patients when you are present with them?

- 9) We've heard this notion of resident's developing reputations amongst nurses. Is that something you have noticed?
 - Do you think your colleagues treat residents differently based on the reputation?
 - Does the way you work with a resident change based off the reputation of that resident?

- 10) You work with a lot of different residents in your practice – do you feel like there are things about their performance you can comment on or provide feedback? Can you give me examples?
- 11) Conversely are there things about resident performance that you feel you cannot comment on or provide feedback on? Why?
 - *(For interviewer): If they talk about things being outside their scope -> Ask: What is your scope? What things within your scope can you comment on with relation to a resident's performance?*
- 12) Do you feel that nurses can comment on a resident's ability to act as a patient advocate?
 - Do you have examples where you commented on a resident's patient advocacy?
- 13) Can you describe to me how you would give feedback to a nursing student?
 - Now tell me about how that would be different if you were to give that feedback to a R1
 - How about if you had to give that feedback to an R5?
- 14) Was there a time when you gave feedback about a resident's performance and you felt it made a difference?
 - Did a resident ever change their behaviours/actions because of a comment you made or feedback you gave?
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- 15) Do you feel you have a role to play in the providing feedback of resident performance?
 - What aspects of resident performance do you think you can comment upon?
- 16) Tell me about a time you had feedback or wanted to provide feedback about a resident but did not share the information with the resident or attending.
 - What made you decide not to share the information?
 - What would have to be different for you to have shared that feedback?
 - Did you ever feel like you could not share information due to your inter-professional relationship with the resident or attending physician?
 - What kinds of things enable or prevent you from providing feedback about residents?
(For interviewer): Probe for specific facilitators and barriers.

- Sometimes we hear that a perceived hierarchy or power differential prevents RNs from providing feedback. Does that ever influence you? Can you give an example?

17) When you have decided to provide feedback, tell me about how you provide it?
(For interviewer): Probe for specifics such as verbal, vs written.

- What would be the ideal way of providing feedback about a resident? Why?
- Are there ways of providing feedback to residents that you would not want to engage in? Why?

Give participant chance to explore any other last issues they want to discuss.

Thank you for your time, this is the end of the interview.

I will turn off the recorder now.

This interview guide contains examples of the questions that are useful for understanding nurses' perspectives about their role in assessing, and providing feedback about, resident performance. However, qualitative interviews are intended to be conversational, and we anticipate that this interview guide will evolve during the iterative data collection and analysis process.