A C T I O N for health

Applied Communication Technology: Information . Organizations . Networks

Interview Questions

Phone Interviews with Paediatric Emergency Departments in Canada

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ACTION for Health

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A C T I O N for health

Interview Questions:
Phone Interviews with Paediatric ED in Canada

Hospital: Name Hospital
Contact person:
Phone:
Email:
Date and time of interview:

Consent form
1. Have you read and agreed to the consent form labelled: INFORMATION AND CONSENT FOR PARTICIPANTS - ACTION for Health: The Role of Technology in the Production, Consumption and Use of Health - Information: Implications for Policy and Practice - Computer Support for Triage Work: A Work Practice Study (CH Protocol #1)?

General questions:
1. How many patients are seen annually in your emergency department?
2. How many triage nurses work in the emergency department unit?
3. How many triage nurses work per shift?
4. How many doctors work per shift?
5. How is the emergency department organized:
    a. Is there a fast track and an acute track?
    b. How many triage 'stations' do you have? (How many patients can you triage at the same time?)
    c. How many examination rooms do you have (including trauma)?
6. Which nurse-initiated treatments/diagnoses are done at triage? [E.g., can nurses order x-rays or administer any treatment protocols; if so, which ones?]

Work process questions:
1. What is the typical workflow of patients from when a patient enters to seen by a doctor? [Like: patient enters, approaches the triage desk, delivers the chief complaint and name, goes to the waiting room, gets called for triage interview, goes to register, goes to waiting room, is called by doctor for examination.]
2. How many different kinds of forms (paper or electronic) are used in the process from patient enters to seen by a doctor? [Like triage-form for CTAS2/3; triage-form for CTAS4/5; doctors' notes; nurses' notes; registration form; etc.]
3. Does your hospital have electronic patient records or paper-based patient records?
4. Does your emergency department have electronic whiteboards? [If yes, what are these used for and how are they linked to other systems?]

Electronic triage systems:
1. Do you have an electronic triage system installed in the emergency department? [IF NO, go to final set of questions.]
    a. What is the name of the software, and who is the manufacturer?
    b. Is it an off-the-shelf product or special designed?
    c. How long have you had it?
    d. Is it used in the department for triage?
    e. Is the system a critical system? Is the system used 24/7 or only during the days, particular shift?
    f. What kind of IT support do you have available?
2. What kind of information and functionality is there in the electronic system? [Data for statistics, patient records?]
    a. What is the workflow within the electronic system?
    b. Does the application have embedded decision support for triage [CTAS or others]?
    c. Does it keep track of waiting time; if yes, in what way?
    d. How is patient history recorded?
    e. Can the system do multiple complaints?
    f. How is level of urgency (CTAS score) assigned within the system?
    g. How are the data saved within the system, and can you retrieve the information from a particular patient at a later stage?
3. Can you fax or email a screen shot of the system, a user-manual, or a link where we can see the system?

Final questions:
1. Has your department thought about buying/developing an electronic triage system in the future?
2. Have you had an electronic triage system in the past?
3. What are the main reasons for buying an electronic triage system?