

Appendix 1: Focus group interview guide

Process Questions

- 1) What steps of process do you like?
- 2) What steps of the process do you not like?
- 3) Do you feel the process is missing any steps?
- 4) Do you feel the process has any unnecessary steps?
- 5) What specific suggestions do you have for changing the process?

Tool Questions

- 1) What components of tool do you like?
- 2) What components of the tool do you not like?
- 3) Do you feel the tool is missing any components?
- 4) Do you feel the tool has any unnecessary components?
- 5) What specific suggestions do you have for changing the tool?

Any Other Comments?

Appendix 2: Structured evaluation of final tool

Satisfaction Domains: Training, Usability, Efficiency, Time Taken to Implement Care Plan, and Completeness of Information Transfer

1. On a scale of 1 to 5, rate your satisfaction with the training provided for conducting the handover process and using the handover tool?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

2. On a scale of 1 to 5, rate your satisfaction with the usability of the handover process and the handover tool?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

3. On a scale of 1 to 5, rate your satisfaction with the efficiency of the handover process and the handover tool?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

4. On a scale of 1 to 5, rate your satisfaction with the completeness of information transferred during handover? (i.e. were all checklist components addressed appropriately?)

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

5. On a scale of 1 to 5, rate your satisfaction with the accuracy of information transferred during handover?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

6. On a scale of 1 to 5, rate your satisfaction with the organization of information transferred during handover?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

WORKLOAD and COMMUNICATION

7. Estimate the average time (minutes) taken to conduct one patient handover.

<input type="radio"/> ≤ 2 minutes	<input type="radio"/> 3 to 5 minutes	<input type="radio"/> 5 to 10 minutes	<input type="radio"/> > 10 minutes
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8. Estimate the number of handovers per week you participated in for patients discharged from the ICU to a ward setting.

<input type="radio"/> ≤ 2 transfers	<input type="radio"/> 3 to 5 transfers	<input type="radio"/> 5 to 10 transfers	<input type="radio"/> > 10 transfers
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9. What type of communication, phone or face-to-face, was utilized most frequently when participating in verbal handover?

<input type="radio"/> Phone only	<input type="radio"/> Face-to-face only	<input type="radio"/> Mostly phone	<input type="radio"/> Mostly face-to-face	<input type="radio"/> Both phone and face-to-face equally
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10. What type of verbal communication do you prefer for handover?

<input type="radio"/> Phone	<input type="radio"/> Face-to-face	<input type="radio"/> Both phone and face-to-face equally
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DEMOGRAPHICS

11. Are you an ICU clinical pharmacist or ward-based clinical pharmacist?

<input type="radio"/> I work in the ICU	<input type="radio"/> I work in a ward setting
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12. What is the highest level of pharmacy education you have obtained?

<input type="radio"/> Bachelor of Science in Pharmacy	<input type="radio"/> Accredited Canadian Pharmacy Residency	<input type="radio"/> Doctorate of Pharmacy
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13. How many years have you practiced as a clinical pharmacist in the hospital setting (not including years in Residency or Pharm D)?

<input type="radio"/> < 5 years	<input type="radio"/> 5 – 10 years	<input type="radio"/> > 10 years
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14. Please categorize what was done in your practice with respect to clinical handover, prior to the introduction of this handover process and tool.

<input type="radio"/> No handover	<input type="radio"/> Occasional handover	<input type="radio"/> Consistent handover
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