

Interview guides case study

“The psychiatric mental health nurse practitioner in the general practice”

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Interview guide – general information

Background & purpose of the interview:

The psychiatric mental health nurse practitioners (PMHNP) are pioneering the optimal fulfillment and implementation of their role in general practice. However, there remains a lack of understanding regarding the characteristics of effective implementation and integration of their role, as well as the factors influencing this within general practice. By gaining insights into the implementation of the PMHNP role in general practices, the aim is to provide tools for PMHNP and general practitioners (GPs) to support them in implementing the PMHNP role in general practice.

Prior to the interview, the researcher will review the observations and results of the document analysis, so that the key topics are readily available for the interview. During the interview, the researcher must continually distinguish between the participant's actual situation and the preferred situation.

Briefing:

This project explores how the PMHNP is deployed within general practice. We are examining this in seven different general practices. In this interview, we will explore experiences with the accessibility and quality of care provided by the PMHNP in general practice, as well as the competencies the PMHNP needs to perform their role effectively. It is important that we focus on your specific situation and experiences during the interview. However, we may ask further questions, if appropriate, to determine whether this concerns only your personal situation or if it also applies to several PMHNPs within the setting.

Clearly explain that we distinguish between how the role of the PMHNP is fulfilled in practice (actual situation) and what the preferable fulfilment of that role looks like (preferable situation). During the interview, we want to differentiate between the current interpretation of the role of the PMHNP and related factors (actual situation) and your vision of the desired interpretation of the role of the PMHNP (preferable situation).

Abbreviations:

GP	general practitioner
PMHNP	psychiatric mental health nurse practitioner
GP-MHP	general practice mental health professional

Interview guide PMHNP

The PMHNP will be observed for 8 hours over 4 sessions. After the observations (or at least 6 hours of observation), the interview will take place. The interview will further explore the observations. The interview will last a maximum of 45 minutes.

In the interview, the PMHNP will be asked about the current and preferred ways of fulfilling the role as a PMHNP in general practice, the required competencies of a PMHNP, the perceived barriers and facilitators, prerequisites, and the process of implementing the role in general practice.

Context

Deepening observations: Did I accurately observe a good representation of your role and tasks during the observation? If not, which roles or tasks did I miss?

Mechanisms

Can you provide a description of how you started here:

- Whose initiative was it?
- What was the reason/motivation from the practice?

Can you provide a description of how the implementation of your role has taken place/takes place?

- Who has taken the leading role in the implementation?
- Could you describe the role of the manager/practice owner/general practitioner in the implementation (e.g. monitoring, coaching, positioning of PMHNP in the organisation)?
- What are the crucial factors for your (successful) implementation? (Specify barriers and facilitators)
 - Organisation
 - Vision & policy of the organisation regarding PMHNP in the role of coordinating practitioner?
 - Training: opportunities for education + budget
 - Career development opportunities: support from the organisation / additional tasks
 - Team
 - Collaboration between PMHNP and other professionals
 - Hierarchy among clinicians? How to reduce it?
 - Recognition and support from professionals and management
 - Clarification of roles and responsibilities to enhance collaboration
 - Professional
 - Description of PMHNP as individuals + professionals
 - Expertise of PMHNP: treatment options, competencies, orientation in healthcare, point of contact in treatment
 - Personal characteristics: experience, working style, vision on healthcare

How do you fulfil your role as a PMHNP?

- Level of autonomy

- How is interprofessional collaboration conducted?
- How are patients allocated?
- Do you have a role in the professional development of the GP-MHP?

Context

What is your educational background and work experience as a PMHNP?

What is your job description and what are your main tasks and responsibilities?

- Which patient groups/problems fall under your responsibility?
- What kind of treatment do you provide? Basic generalist and/or specialist care?
- How is your time divided between patient-related and non-patient-related tasks?
- Working procedure PMHNP; use of guidelines

Is there additional expertise/focus?

What is your vision on mental health in general practice?

- Where are boundaries and why?
- What do you know about the demand for mental healthcare here in the region?
- What do you know about the availability of mental healthcare in the region?
- Why should there be a PMHNP working in general practice? Why not?
- What belongs to generalist mental health care and what does not?
- What kind of care should the PMHNP be able to provide in general practice and why?

What competencies should a PMHNP in a general practice setting possess? Examples?

Can you provide a description of the characteristics/composition of the team?

- Positioning of the PMHNP, collaboration agreements, and division of responsibilities.
- Is the PMHNP employed by the practice or otherwise?
- How do you relate to the GP-MHP?
- What is the extent of the GP's expertise in treating mental health problems?

What collaborative networks exist in the region?

- What role do you have as a PMHNP in these networks?
- What is the importance of this collaboration?
- What impact does this collaboration have on mental health care and general practice?

Outcome

Can you provide a description of the optimal role of the PMHNP to ensure optimal quality for optimal quality of care?

- How does the PMHNP contribute to the quality of care?
 - How does he/she do this?
 - What is unique about it?
- How can the deployment of the PMHNP be further improved?

- What is needed to make the impact on the quality of care even better?

What are potential unwanted consequences/side effects?

How satisfied are you with the current way of working? This includes workload, autonomy and collaboration.

Concluding

Are there any topics to discuss or questions?

Thank you.

After interview:

Immediately after interview summarise interview according to topics + write fieldnotes.

Interview guide General Practitioner

The GP involved with deploying the PMHNP in general practice will be interviewed. The interview will last a maximum of 45 min.

In the interview, the GP will be asked about the current and preferred ways of fulfilling the role as a PMHNP in general practice concerning the demand and supply of care in the region, the influence of the deployment of the PMHNP on mental health care in the region (e.g. waiting lists, volume issue, collaboration in the region), the required competencies of a PMHNP, the perceived barriers and facilitators, conditions, the process of implementing the role in general practice and the influence of the PMHNP work on their own role.

Mechanisms

In your practice, a decision has been made to employ a PMHNP alongside you (and a GP-MHP). Can you describe how this decision was made?

- Reason and motivation
- Initiative
- Vision on mental health in general practice: What are the boundaries and why?
- Vision on the role of the PMHNP: What are the boundaries and why?

Can you provide a description of how the implementation has taken place/takes place?

- Who has taken the leading role in the implementation?
- What was/is your role in the implementation (e.g. monitoring, coaching, positioning of PMHNP in the organisation)?
- What are the crucial factors for this implementation? (Specify barriers and facilitators)
 - Organisation
 - Vision & policy of the organisation regarding PMHNP in the role of coordinating practitioner?
 - Training: opportunities for education + budget
 - Career development opportunities: support from the organisation / additional tasks
 - Team
 - Collaboration between PMHNP and other professionals
 - Hierarchy among clinicians? How to reduce it?
 - Recognition and support from professionals and management
 - Clarification of roles and responsibilities to enhance collaboration
 - Professional
 - Description of PMHNP as individuals + professionals
 - Expertise of PMHNP: treatment options, competencies, orientation in healthcare, point of contact in treatment
 - Personal characteristics: experience, working style, vision on healthcare

In what way is collaboration organised between the PMHNP, you (GP), the GP-MHP, patients, and other professionals both within and outside the practice?

Is the deployment of the PMHNP part of a regional collaboration network?

- What do you know about the demand for mental health care in this region?
- What do you know about the supply of basic mental health care and specialised mental health care in the region?

Do the laws Wvvggz and Wzd affect patient referrals? If so, in what ways?

How does the work of the PMHNP impact your own role? Can you give an example?

Context

What is the composition of the team?

- How is the PMHNP positioned in relation to you (GP), the GP-MHP and other healthcare professionals?

How would you describe the organisational structure (decision-making process and stability)?

How would you describe the organisational culture (innovativeness, flexibility, and opportunities for development)?

What are the characteristics of the patient population in relation to healthcare demand and supply in the region?

- Is there an issue with distribution and volume regarding mental health care requests in this region?
- What impact does the PMHNP have on the patient population and mental health care needs in this region?

What collaborative networks exist in the region?

- What role do the practice and the PMHNP in these networks?

Outcome

What are the outcomes of a PMHNP in general practice?

- Timeliness of care
- Accessibility (waiting lists)
- Collaboration and coordination in integrated care
- Does a PMHNP in general practice affect volume issues?

What are the possible effects on costs?

- Number of referrals to specialised mental health care in relation to not an PMHNP in general practice
- Number of referrals from specialised mental health care to the PMHNP in general practice
- Costs based on treatment; relation to financing

Can you provide a description of the optimal role of the PMHNP to ensure optimal quality for optimal quality of care?

- How does the PMHNP contribute to the quality of care?
 - How does he/she do this?
 - What is unique about it?
- How can the deployment of the PMHNP be further improved?
- What is needed to make the impact on the quality of care even better?

How satisfied are you with the deployment of the PMHNP?

- What causes (dis)satisfaction?
- What contributes to satisfaction? (e.g. workload, autonomy, collaboration)

What are potential unwanted consequences/side effects?

Concluding

Are there any topics to discuss or questions?

Thank you.

After interview:

Immediately after interview summarise interview according to topics + write fieldnotes.

Interview guide Manager

The manager involved with deploying the PMHNP in general practice will be interviewed. The interview will last a maximum of 45 min.

In the interview, the manager will be asked about the current and preferred ways of fulfilling the role as a PMHNP in general practice concerning the demand and supply of care in the region, the influence of the deployment of the PMHNP on mental health care in the region (e.g. waiting lists, volume issue, collaboration in the region), the perceived barriers and facilitators, conditions and the process of implementing the role in general practice.

Mechanisms

In your practice, a decision has been made to employ a PMHNP alongside the GP (and a GP-MHP). Can you describe how this decision was made?

- Reason and motivation
- Initiative
- Vision on mental health in general practice? What are the boundaries and why?
- Vision on the role of the PMHNP? What are the boundaries and why?

Can you provide a description of how the implementation has taken place/takes place?

- Who has taken the leading role in the implementation?
- What was/is your role in the implementation (e.g. monitoring, coaching, positioning of PMHNP in the organisation)?
- What are the crucial factors for this implementation? (Specify barriers and facilitators)
 - Organisation
 - Vision & policy of the organisation regarding PMHNP in the role of coordinating practitioner?
 - Training: opportunities for education + budget
 - Career development opportunities: support from the organisation / additional tasks
 - Team
 - Collaboration between PMHNP and other professionals
 - Hierarchy among clinicians? How to reduce it?
 - Recognition and support from professionals and management
 - Clarification of roles and responsibilities to enhance collaboration
 - Professional
 - Description of PMHNP as individuals + professionals
 - Expertise of PMHNP: treatment options, competencies, orientation in healthcare, point of contact in treatment
 - Personal characteristics: experience, working style, vision on healthcare

In what way is collaboration organised between the PMHNP, the GP, the GP-MHP, patients, and other professionals both within and outside the practice?

Is the deployment of the PMHNP part of a regional collaboration network?

- What do you know about the demand for mental health care in this region?
- What do you know about the supply of basic mental health care and specialised mental health care in the region?

Do the laws Wvvggz and Wzd affect patient referrals? If so, in what ways?

Context

What is the composition of the team?

- How is the PMHNP positioned in relation to you (GP), the GP-MHP and other healthcare professionals?

How would you describe the organisational structure (decision-making process and stability)?

How would you describe the organisational culture (innovativeness, flexibility, and opportunities for development)?

What are the characteristics of the patient population in relation to healthcare demand and supply in the region?

- Is there an issue with distribution and volume regarding mental health care requests in this region?
- What impact does the PMHNP have on the patient population and mental health care needs in this region?

What collaborative networks exist in the region?

- What role do the practice and the PMHNP in these networks?

Outcome

What are the outcomes of a PMHNP in general practice?

- Timeliness of care
- Accessibility (waiting lists)
- Collaboration and coordination in integrated care
- Does a PMHNP in general practice affect volume issues?

What are the possible effects on costs?

- Number of referrals to specialised mental health care in relation to not an PMHNP in general practice
- Number of referrals from specialised mental health care to the PMHNP in general practice
- Costs based on treatment; relation to financing.

Can you provide a description of the optimal role of the PMHNP to ensure optimal quality for optimal quality of care?

- How does the PMHNP contribute to the quality of care?

- How does he/she do this?
- What is unique about it?
- How can the deployment of the PMHNP be further improved?
- What is needed to make the impact on the quality of care even better?

What are potential unwanted consequences/side effects?

Concluding

Are there any topics to discuss or questions?

Thank you.

After interview:

Immediately after interview summarise interview according to topics + write fieldnotes.

Interview guide Healthcare Professional

with whom PMHNP collaborates - both in and out of practice.

The healthcare professional* involved in the work of the PMHNP in general practice will be interviewed. The interview will last a maximum of 45 min.

- * The healthcare professional is also employed within general practice and has a professional collaboration relationship with the PMHNP.
- * The healthcare professional is not employed within general practice himself, but is employed at another institution that also offers mental health care and therefore has a professional collaborative relationship with the PMHNP.

In the interview, the healthcare professional will be asked about the current and preferred ways of fulfilling the role as a PMHNP in general practice, the required competencies of a PMHNP, the perceived barriers and facilitators, conditions, the process of implementing the role in general practice and the influence of the PMHNP work on their own role.

Mechanisms

Can you describe your collaboration with the PMHNP?

- How is your role related to that of the PMHNP?
- How does the PMHNP impact your role?
- Is this your first and only experience working with a PMHNP in general practice?
- What is working well now, and what could be improved?

Were you involved in the implementation of PMHNP?

- If yes: what was your role? Are you satisfied?
- What have (been) strengths and weaknesses in the implementation? (Specify barriers and facilitators)
 - Organisation
 - Vision & policy of the organisation regarding PMHNP in the role of coordinating practitioner?
 - Training: opportunities for education + budget
 - Career development opportunities: support from the organisation / additional tasks
 - Team
 - Collaboration between PMHNP and other professionals
 - Hierarchy among clinicians? How to reduce it?
 - Recognition and support from professionals and management
 - Clarification of roles and responsibilities to enhance collaboration
 - Professional
 - Description of PMHNP as individuals + professionals
 - Expertise of PMHNP: treatment options, competencies, orientation in healthcare, point of contact in treatment
 - Personal characteristics: experience, working style, vision on healthcare

Context

Can you describe your function?

- Education and work experience
- Tasks and responsibilities
- When do you consult the PMHNP?

What is your vision on mental health in general practice??

- Why should there be a PMHNP working in general practice? Why not?
- What belongs to generalist mental health care and what does not?
- What kind of care should the PMHNP be able to provide in general practice and why?

What competencies should a PMHNP in a general practice setting possess? Examples?

Outcome

Can you provide a description of the optimal role of the PMHNP to ensure optimal quality for optimal quality of care?

- How does the PMHNP contribute to the quality of care?
 - How does he/she do this?
 - What is unique about it?
- How can the deployment of the PMHNP be further improved?
- What is needed to make the impact on the quality of care even better?

What are potential unwanted consequences/side effects?

How satisfied are you with the deployment of the PMHNP?

- What causes (dis)satisfaction?
- What contributes to satisfaction? (e.g. workload, autonomy, collaboration)

Concluding

Are there any topics to discuss or questions?

Thank you.

After interview:

Immediately after interview summarise interview according to topics + write fieldnotes.

Interview guide Patients and Relatives

The patient and/or relative for whom the PMHNP is a practitioner will be interviewed semi-structurally. The interview will last a maximum of 30 to 45 minutes.

In the interview, patients and/or relatives will be asked about their experience with the accessibility and quality of care provided by the PMHNP in the general practice and the competencies the PMHNP needs to perform their role within the general practice.

Context

What was the reason for treatment?

- chronic complaints, acute complaints.

What was the waiting time from the time you were registered for counselling and the start of counselling?

What characteristics (professional and/or personal) do you attribute to the PMHNP?

- What are crucial factors that enable the VS-GGZ to do the job successfully?
 - Competencies (leadership, team, etc);
 - Reflecting on impact of illness on daily life;
 - Being a point of contact in treatment;
 - Involving patients and/or relatives in treatment;
 - Coordination between professionals (social domain, primary care, etc.)
 - Cooperation within team (interdisciplinary cooperation with team members)

What was the frequency and duration of treatment by the PMHNP? How many consultations did you have?

Mechanisms

Can you provide a brief description of the treatment you received?

- What kind of treatment and counselling did you receive?
- What kind of therapies were used?
- Were you prescribed medication or were changes in medication made? Who was responsible for this?
- Was there any referral to another mental health care professional/ institution? How was this referral made?
- How is the PMHNP treatment different from that of other healthcare professionals?

How is the continuity and collaboration between different practitioners?

- Within the HA practice and outside

Do you have previous experiences with mental health care?

- In the same general practice? Or elsewhere?
- How was that experience compared to the current experience?

- Do you feel you were helped well?
- ...compared to care by a PMHNP?

Outcome

How was your experience with the treatment/support provided by the PMHNP in general practice?

- What do you value most in the PMHNP treatment?
- What are you missing in the PMHNP treatment?
- How do you think the VS-GGZ can do even better? What does the VS-GGZ need for this?

What impact does the PMHNP have on your well-being? Can you give an example?

What influence does the PMHNP have on the way you deal with your problems? Can you give an example?

What are for you the advantages and disadvantages of PMHNP?

- Would your treatment be different if there was no PMHNP involved? If so, then how?

Concluding

Are there any topics to discuss or questions?

Thank you.

After interview:

Immediately after interview summarise interview according to topics + write fieldnotes.