

Interview Guide – Ambulatory Primary Care (Barriers, Leadership, Perspectives, Needs)

Introduction

Good morning/afternoon Mr./Ms. ...,

First of all, thank you very much for taking the time to participate in this interview and for sharing your experiences.

Before we begin, I would like to briefly introduce myself and our research project so that you have a better understanding of its purpose.

- I am a research associate at the Central Institute for Occupational and Maritime Medicine in Hamburg.
- Our research project focuses on violence and aggression towards staff in ambulatory primary care settings (e.g., general practices).
- Our aim is to identify existing prevention measures and to explore additional needs and wishes of healthcare staff.

I would like to emphasize two important aspects:

1. Our questions refer to both physical AND verbal violence, including insults or verbal abuse.
2. We focus on violence originating from patients and/or their relatives. Other issues such as conflicts among colleagues are not part of this study.

Do you have any questions so far?

As stated in the consent form, we would like to audio-record this interview. The recording will be transcribed and anonymized. Audio files and personal data will be deleted after analysis.

With your permission, I will now start the recording.

(Start recording)

There are no right or wrong answers. The first section includes some short questions about you and your professional background. The following questions are open-ended—please feel free to elaborate as much as you like.

If you have no further questions, we will begin.

Section 1: General Information

1. Do you work as a physician or as a medical assistant/nurse?
2. What leadership role do you hold in your practice?
(e.g., practice owner, employed GP with leadership responsibilities, head medical assistant, practice manager)

3. What professional training have you completed?
4. How long have you been working in your current practice?
5. How long have you been working in ambulatory healthcare overall?
6. What are your weekly working hours? ____ hours
7. Do you work evenings or weekends?
 - If yes: What does your schedule look like?
 - If no: So you do not work outside regular opening hours?
8. How old are you? ____ years

Section 2: Known Measures

9. What role does violence prevention play in your daily work?
10. What measures are in place in your practice to prevent violence from patients and their relatives?
11. Are there structured procedures or tools to identify patients with a potential for aggression?
 - What do these procedures look like?
 - (e.g., documentation systems, alerts in electronic patient records)
12. What measures are in place for dealing with aggressive patients and relatives?

Follow-up:

- How are staff prepared for such situations?
 - Are there guidelines or SOPs?
 - Are there trainings (e.g., de-escalation training)?
 - What role do staff behavior and attitudes play?
- Has the practice environment been designed with safety in mind?
 - Waiting room / reception layout
 - Consultation rooms
 - Technical equipment (e.g., alarm systems)
- How is work organization structured to reduce escalation risks?
 - Appointment scheduling
 - Waiting times
 - Staffing / availability of colleagues

13. To what extent do you and your team receive support when dealing with aggressive patients, and from whom?

- Colleagues
- Practice leadership
- External services (e.g., security services, police)

Section 3: Implementation of Measures

14. Which of the available measures do you consider effective?

- Why?

15. Which measures are difficult to implement or less effective?

- Why?

16. What factors hinder the implementation of prevention measures?

- How could these barriers be overcome?

17. How would you assess general awareness of violence prevention among staff and leadership in your practice?

- How does practice leadership position itself regarding violence?

18. Are incidents of violence documented or reported in your practice?

- If yes:
 - To whom?
 - What types of incidents are reported?
- If no: Why not?
- What kind of reporting system would be useful?

Section 4: Leadership Role (if, applicable)

The following questions relate specifically to your leadership role in violence prevention:

19. How important is the topic of violence prevention in your leadership role?

- Do you see yourself as a role model in this regard?

20. What responsibilities do you take on as a leader in preventing violence?

Follow-up:

- Do you have opportunities to raise concerns or suggest improvements?
 - How?
- Do your employees have similar opportunities? Do they use them?

- Are you involved in communicating or implementing prevention measures within your team?
 - To what extent can you implement measures you consider useful?
21. To what extent do you receive support from higher-level structures (e.g., owners, networks, associations) in implementing prevention measures?
- What additional support would you need?
22. What experiences have you had with occupational risk assessments regarding violence prevention?
- Are these conducted regularly?
 - What does the process look like?
 - Are results documented and translated into measures?
 - (e.g., inspections, staff surveys)

Section 5: Additional Needs

23. Are there additional measures or support options that could help reduce violent incidents?
24. What kind of support would you personally like when dealing with aggressive patients?
- Specific programs or services?
 - What would help develop effective strategies?
25. What changes in the physical work environment could improve safety?
- Layout of rooms?
 - Technical equipment?
26. What organizational changes could reduce violence?
- Staffing
 - Appointment systems
 - Practice workflows
27. What post-incident support options are currently available?
- What additional support would you find helpful?

Closing

28. Looking back at the interview, is there anything you would like to add?

We have now reached the end of the interview.

Thank you very much for your participation and for sharing your valuable experiences. If you have any further questions or comments later on, please feel free to contact me.

Goodbye and thank you again.