

### Interview Guide for Managers and Administrators

Thanks for taking the time to speak with me today about the 3 Wishes Project. The purpose of this interview is to understand a bit about the ICU here, and how the 3 Wishes Project has been going. We would like to know what kinds of outcomes you are interested in when a new project such as the 3 Wishes Project is proposed and underway. There are no wrong answers - we're just interested in your thoughts here.

1	Can you start out by telling me about your role here at _____ Hospital?
2	Can you tell me what you know about the 3 Wishes Project? (probe re: familiarity with the 3 Wishes Project as well if they don't bring it up)
3	What are your impressions of the 3 Wishes Project? (probe for: positive, negative, neutral impressions pending response). Did anything surprise you about the 3 Wishes Project?
4	We recognize that hospitals operate with resource limitations and difficult decisions must be made about what new projects to try. What do you look for when a new project is brought forward?  a) Is there anything that would strongly influence you to implement a project? (probes: evidence, resources needed, who the project might influence)  b) Is there anything that would strongly influence you not to support a project? (probes: evidence, resources needed, who the project might influence)  c) Which factors strongly influenced you to implement or support the implementation of the 3 Wishes Project? (probes: evidence, resources needed, who the project might influence)  d) Was there any discussion about factors or reasons for not implementing the 3 Wishes Project prior to its implementation? (probes: evidence, resources needed, who the project might influence)
5	When considering any new project, it's important to think about the costs and the benefits. It's hard to quantify costs and benefits of the 3 Wishes Project in a dollar figure, so we are thinking more about the value that it provides and the resources that it requires.  a) What kinds of resources has the 3 Wishes Project needed from the ICU to date? Can you think of any additional resources that the 3 Wishes Project might need to be sustainable in the future?  b) What kinds of resources has the 3 Wishes Project needed from the broader hospital community to date? (Probe: What resources are required to run the 3 Wishes Project? This could include money, time, space, extra staff, and extra stuff; can you think of any additional resources that the 3 Wishes Project might require to be sustainable in the future?)  c) What kinds of things has the 3 Wishes Project brought to your ICU? (Probes: What value does it offer? Does it impact: individual clinicians, which types of staff, team building, team cohesiveness, staff attrition, sense of purpose, resilience, compassion fatigue, moral distress, etc.)  d) What has the 3 Wishes Project given to the broader hospital community? (Probe: What value does it offer? Does it impact on employee engagement, job satisfaction, community connection, institutional pride, etc.)
6	What is the effect of having the 3 Wishes Project or something like it in critical care?
7	How does the 3 Wishes Project fit with the culture in your ICU? (probes: does it enhance the unit in any way? Does it add new dimensions to the ICU?)
8	If a manager at another hospital asked you to come and speak about the 3 Wishes Project what are the key things that you would tell them about it from a manager's/administrator's perspective? (probe: what kinds of outcomes do you think would help to convince others to implement the 3 Wishes Project at their site?)
9	Is there anything else you'd like to add about the 3 Wishes Project here at _____ Hospital

