

INTERVIEW GUIDE: Peer-professional leadership to re-design physicians' work

Questions

1. Please describe your role in Calgary's physician leadership structure
 - Within Cumming School of Medicine?
 - Within Alberta Health Services?
 - Within the Calgary physician community?
2. Could you describe how the Calgary's Department of Medicine Team worked pre-COVID-19?
 - What was the department's role and structure, and its responsibilities and accountabilities?
 - How and where did pandemic and emergency preparedness fall within this structure?
3. What changes happened within Calgary's Department of Medicine when COVID-19 happened? Please be specific and provide examples where possible.
 - How did roles and structure change?
 - How did responsibilities change?
 - How did accountabilities change?
4. How were non-MDs (physicians) involved in changing the new physician work model?
 - a. E.g., consider the involvement of people who supported project management, forecasting, compiling best practices
5. What challenges were encountered as aspects of the new physician work model changed?
 - Consider, as examples, challenges related to understanding risk, changing processes, interpersonal dynamics.
 - How were challenges navigated?
6. Did anyone within the MEOC (core or extended) team lead specific aspects of change?
 - How did they lead these pieces of change (please provide examples and describe activities used)?
7. Which aspects of the new physician work model do you think will persist, and why?
8. Is there anything else you think I need to know about changing the new physician work model?
9. If you had to provide a metaphor for the process of developing the new physician work model, what would that be?