The Psychology of Interoperability: CDM Interviews

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| Date |  |
| Start Time |  |
| Finish Time |  |
| Agency |  |
| Participant Identifying Code |  |
| Consent form signed |  |

**Descriptive Details**

Sex: Male Female

Age: Years

Job Title:

Years in Current Role: Years Months

Total Length of Service: Years Months

Main duties and Responsibilities:

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| **Introduction** |
| In this interview I will ask you about your experience of interoperability as an emergency worker. I am going to ask you to try and identify a specific emergency incident where interoperability was challenged. We will work together to pick a suitable incident and draw up a timeline about what happened. I will then ask you some more specific questions about your experience to help me understand it in more detail and to support your recall. Please take as much time as you need to respond. I am interested in your individual experience and there are no right or wrong answers. |

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| **INCIDENT SELECTION** | **POSSIBLE INCIDENTS** |
| Initial probe:  Tell me about a time when you were working with multi-agency colleagues and interoperability was especially challenged.  Further probes:  Please try and think of an incident that you found:   * Especially **challenging** * Joint working was **difficult**   Example incident:  Where you felt unsupported by multi-agency colleagues; where there was disagreement and delays in responding due to poor interoperable working. |  |

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| **INCIDENT RECALL NOTES** | |
| **INSTRUCTION** | This sounds interesting. Could you please tell recount it in more detail from beginning to end? |
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| **INCIDENT RECALL NOTES (cont.)** |
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| **INCIDENT RETELLING** | |
| **INSTRUCTION:**  Now I will read back your account. Please check the details as I do so to make sure that I’ve got it right and feel free to jump in and correct me or add in details that come to mind when I retell it. | |
| **Corrections** | **Added details** |
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| **CRITICAL DECISION POINT IDENTIFICATION** | |
| **INSTRUCTIONS:**  Now I’d like to go through the event again and this time we will create a timeline of the important parts of the event that contributed to poor interoperability. This can include things that happened, what you saw, the decisions or judgements you made previously and the actions you took. | |
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| **DEEPENING PROBES** | |
| **INSTRUCTIONS:** Now I want to go through the incident again but this time we want to look at it in a little bit more detail. I’m going to guide you with some questions | |
| **PROBE TOPIC** | **PROBE** |
| General barriers | In your opinion what were the biggest barriers to joint working on that day? |
| Organisational and Social Barriers | Were there any organisational or social barriers that made collaboration more difficult?   * With your own colleagues? * With colleagues from the other services? |
| Goals | What were your main goals during the incident?   * Did they complement or differ from your multi-agency colleagues? |
| Information sharing | Was information shared between multi-agency colleagues?   * How was information shared? |
| Uncertainty | Did complexity or uncertainty make collaboration more difficult? |
| Trustworthiness | Did you trust your multi-agency colleagues during this incident?  Were you personally familiar with any multi-agency colleagues during the incident?  Did past experiences influence your trust in multi-agency colleagues? |
| Roles and responsibilities | Was there a clear understanding of roles and responsibilities during the emergency?  Was there any competition or confusion between colleagues about who should be doing what? |
| Social identities | During this incident, did you feel more like a part of a big emergency services team or part of your own police/fire/ambulance team?  Were there any conflicts between the priorities of your own emergency service group and those of your own organisation?  Do you tend to identify more with the emergency services as a whole or your own organisation? |
| JESIP | Did you rely on any principles from JESIP during this incident?  What worked from JESIP?  What did not work from JESIP? |

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| **Comments/ Points of return:** |
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| **“WHAT IF?” PROBES** | |
| **INSTRUCTIONS:** Now I want to go through the incident one more time, but this time I want to ask you some hypothetical questions | |
| **PROBE TOPIC** | **PROBE** |
| Errors | How might someone less experienced that you have behaved in your position?   * What mistakes/errors are they likely to make? |
| Hypotheticals | What do you think would have happened if…? |
| Aiding | What do you think would have improved interoperability on that day? |
| **Points to return to** | |
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| Thank you for talking to us today. Is there anything you would finally like to add? | |
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