

Appendix C: Research Instruments

Discussion Guide for Stakeholder Consultations

Topic	Points to cover
INTRODUCTION	<p><i>Introduction about the nature of the interview. Confidentiality, privacy, recording, non-identifiable.</i></p> <ul style="list-style-type: none"> ➤ My name is <INSERT NAME> from Campbell Research & Consulting. ➤ Conducting an evaluation of the Public Access Defibrillator (PAD) Demonstration Project for the Department of Health and Ageing. ➤ Would appreciate a small amount of your time to discuss your views on the demonstration project to date: <ul style="list-style-type: none"> – Is this something we could do now or would you like me to call back at a more convenient time? ➤ CR&C is based in Melbourne and we specialise in issues and evaluation research for government and business. ➤ The opinions you provide today will be used only for research purposes, and only for this project. ➤ Our report will present the overall findings, aggregated findings from the research. Individual stakeholders will not be identified.
BACKGROUND	<p>I would like to start by asking you to tell me a little bit about your organisation and your role at the organisation:</p> <ul style="list-style-type: none"> ➤ Nature of the organisation. ➤ Role at organisation/ length of time in that role. <p>For PAD Demonstration Working Party Members:</p> <ul style="list-style-type: none"> ➤ What level of involvement has your organisation had in the PAD Demonstration Project? ➤ At what level have you been <i>personally</i> involved in the project? <p>For other stakeholders (competitor organisations)</p> <ul style="list-style-type: none"> ➤ Are you aware of the PAD Demonstration Project currently being implemented by St John Ambulance Australia? <i>(If no, provide a brief explanation of the Demo Project)</i>
APPROPRIATENESS	<p>Now I would like to ask you more specifically about your views on the <i>appropriateness</i> of the PAD trail:</p> <ul style="list-style-type: none"> ➤ Is the current model being trialled the most appropriate and effective means of delivering a sustainable Public Access Defibrillation service to those Australians who experience SCA in a public setting? ➤ Do you believe that Public Access Defibrillation programs make a difference to mortality from SCA in Australia? ➤ Is government funding the most appropriate delivery model for Public Access Defibrillation? <ul style="list-style-type: none"> – Do you believe that the private market could sustain the project if government funding was unavailable?
EFFECTIVENESS	<p>Now I would like to ask you about your views on the <i>effectiveness</i> of the PAD trail:</p>

Topic	Points to cover
	<ul style="list-style-type: none"> ➤ To the best of your knowledge, have the appropriate installation sites for AEDs been selected? <i>(If necessary – the AEDs are currently in 149 locations around Australia including schools, shopping centres, sporting venues, zoos, airports etc)</i> ➤ Has the installation of AEDs translated into an effective response to Australians who experience SCA? <ul style="list-style-type: none"> – And also translated into improvements in patient outcomes? ➤ Have PADs made a difference to mortality from SCA in Australia?
EFFICIENCY	<p>Now I would like to ask you about your views on the <i>efficiency</i> of the PAD trail:</p> <ul style="list-style-type: none"> ➤ Is the current mode of delivery of the PAD Demonstration Project the most efficient? ➤ Are you aware of other models that may be more relevant for the delivery of PAD in Australia <ul style="list-style-type: none"> – Aware of overseas approaches that may be relevant? – Other governance and funding models? – Other delivery models? ➤ Should the PAD be coordinated in conjunction with other emergency response services?
ISSUES THAT AROSE DURING TRIAL	<p>Can you identify any specific issues that arose during the trial of PAD in Australia?</p> <ul style="list-style-type: none"> ➤ Specifically issues that may impact on the future expansion of PADs? ➤ Other issues?
LESSONS THAT MAY BE RELEVANT	<p>What are the lessons that can be learned from the current PAD Demonstration Project?</p> <ul style="list-style-type: none"> ➤ In relation to current delivery? ➤ In relation to potential expansion of the project?
OTHER ISSUES	<p>Is there anything else that you would like to add?</p>
CONCLUSION	<p>Thank you for taking the time to discuss your views and opinions on the PAD Demonstration Project with me.</p> <p>Your input has been very valuable to this evaluation.</p>
END	

Qualitative Consultations with Managers

Topic	Points to cover
INTRODUCTION	<p><i>Introduction about the nature of the interview. Confidentiality, privacy, recording, non-identifiable.</i></p> <ul style="list-style-type: none"> ➤ My name is <INSERT NAME> from Campbell Research & Consulting. ➤ Conducting an evaluation of the Public Access Defibrillator (PAD) Demonstration Project for the Department of Health and Ageing. ➤ CR&C is based in Melbourne and we specialise in issues and evaluation research for government and business. ➤ The opinions you provide today will be used only for research purposes, and only for this project. ➤ Our report will present the overall findings, aggregated findings from the research. Comments by individuals will not be identified. <p><i>For telephone consultation only</i></p> <ul style="list-style-type: none"> ➤ Would appreciate a small amount of your time to discuss your views on the demonstration project to date. ➤ Is this something we could do now or would you like me to call back at a more convenient time?
BACKGROUND & DRIVERS FOR PARTICIPATION IN PAD DEMO PROJECT	<p>I would like to start by asking you to tell me a little bit about your organisation and your role at the organisation:</p> <ul style="list-style-type: none"> ➤ Nature of the organisation. ➤ Your role at organisation and length of time in that role. <p>Involvement in PAD Demonstration Project:</p> <ul style="list-style-type: none"> ➤ How long has your organisation been involved in the PAD Demonstration project? (how many AEDs etc). ➤ Has the organisation received funding through other PAD projects (e.g. Insurer Australia Group) or has the organisation funded its own AEDs ? ➤ At what level have you been <i>personally</i> involved in the PAD Demonstration project? ➤ How did your organisation first get involved with the PAD Demonstration Project (organisation sought out St Johns, or St Johns approached organisation). ➤ What influenced your organisation's decision to participate? ➤ Had your organisation considered purchasing/ installing an AED prior to your involvement with the PAD Project? What was driving that decision?
EFFECTIVENESS (SET UP, TRAINING, SUSTAINABILITY COMMITMENT)	<p>Now I would like to explore some specific aspects of your experience with the PAD and your views on the <i>effectiveness</i> of the program:</p> <p>Staff Training and Staff Time:</p> <ul style="list-style-type: none"> ➤ Your organisation's experience with training in the use of the AEDs: <ul style="list-style-type: none"> – Process of allocating staff time for training. – Difficult to maintain trained staff? (i.e. is staff turnover an issue?).

Topic	Points to cover
	<ul style="list-style-type: none"> - Staff responses to training (reluctant? enthusiastic?). - Costs/ expenses/ losses associated with staff attending training or with maintaining a certain number of trained staff. ➤ Do you think that your organisation has been presented with quality training to maximise the outcomes of having an AED on site? <p>Untrained staff/ Lay persons:</p> <ul style="list-style-type: none"> ➤ Are other staff members (who have not received training) aware of the AED? How did they become aware? ➤ Do you think they would be confident in using the AED in the event of an emergency? ➤ What about general public awareness of the AED on site here? What signage has been put in place? (especially relevant for busy sites such as airports & train stations). <p>Organisation Commitment to PAD:</p> <ul style="list-style-type: none"> ➤ Is your organisation committed to the ongoing installation of AED(s) on site? ➤ Are the current arrangements for maintenance, staff training, etc of the AED sustainable for your organisation? ➤ If the PAD Demonstration Project funding was not available, would your organisation consider funding the costs of installing AEDs itself? <ul style="list-style-type: none"> - Explore why/ why not. - Explore drivers and influences.
<p>OUTCOMES & VALUE</p>	<p>Outcomes:</p> <ul style="list-style-type: none"> ➤ Have there been any activations of the AED here? DoHA funded AED or other? (Discuss any activations – outcome for patient; process followed; experience of rescuer, de-brief processes etc). ➤ Do you think that the PAD Demonstration Project has helped to improve patient outcomes for those who experience SCA? (is it helping save lives). <p>Benefits for your organisation:</p> <ul style="list-style-type: none"> ➤ What are the benefits for your organisations being involved in the PAD Demonstration Project?
<p>EFFICIENCY</p>	<p>Now I would like to ask you about your views on the <i>efficiency</i> of the PAD Demonstration Project:</p> <ul style="list-style-type: none"> ➤ Do you believe that the current mode of delivery of the PAD Demonstration Project is the most efficient? <ul style="list-style-type: none"> - Relationships and support from St John. ➤ Are you aware of other models that may be more relevant for the delivery of PAD in Australia: <ul style="list-style-type: none"> - Other governance and funding models? - Other delivery models?
<p>APPROPRIATENESS</p>	<p>Now I would like to ask you more specifically about your views on the <i>appropriateness</i> of the PAD trial:</p> <ul style="list-style-type: none"> ➤ Do you believe that your organisation is actually an appropriate site

Topic	Points to cover
	<p>for an AED? Why/why not?</p> <ul style="list-style-type: none"> ➤ Is government funding the most appropriate delivery model for Public Access Defibrillation? ➤ Do you believe that the private market could sustain the project if government funding was unavailable?
ISSUES THAT AROSE DURING TRIAL	<p>Can you identify any specific issues that arose during the trial of PAD in Australia?</p> <ul style="list-style-type: none"> ➤ Specific issues for your organisation ➤ Issues that may impact on the future expansion of PADs? ➤ Other issues?
LESSONS THAT MAY BE RELEVANT	<p>What are the lessons that can be learned from the current PAD Demonstration Project?</p> <ul style="list-style-type: none"> ➤ In relation to current delivery? ➤ In relation to training of staff? ➤ In relation to potential expansion of the project?
OTHER ISSUES	<p>Is there anything else that you would like to add?</p>
CONCLUSION	<p>Thank you for taking the time to discuss your views and opinions on the PAD Demonstration Project with me.</p> <p>Your input has been very valuable to this evaluation.</p>
END	

CATI Questionnaire: Managers of Participating Host Organisations

General introduction

Hello, I'm (...) from Fieldworks. We are conducting interviews for Campbell Research & Consulting.

Q1. May I please speak with <NAME FROM DATABASE>. She/he was sent an e-mail or letter about a national study that is being conducted for the Australian Government?

1. Yes CONTINUE
2. No ATTEMPT TO MAKE AN APPOINTMENT

READ OUT EXTRA INFORMATION AS NECESSARY

Introduction for respondent

Hello, I'm (...) from Fieldworks Market Research and conducting interviews for Campbell Research & Consulting. We're conducting a national study for the Australian Government with management and staff of organisations that have an automated external defibrillator (AED) that is used to treat sudden cardiac arrest (a condition that occurs when the heart unexpectedly stops pumping). The study is limited to organisations involved in the Public Access Defibrillation (PAD) Demonstration Project managed by St John Ambulance Australia.

Q2. Did you receive an e-mail or letter about this study?

1. Yes
2. No
3. Don't know

(As) The letter explained (that) this survey is being conducted throughout Australia with managers and staff about their experiences and seeks to identify lessons that may be relevant to the future implementation of public access defibrillators.

All responses will be confidential.

You are free to not answer any or all of the questions or to end the interview at any time. This interview should only take about 12 minutes, the actual time will depend on your answers.

Q3. This interview may be monitored for quality purposes. Please advise if you don't want this call to be monitored.

1. Monitoring allowed
2. Monitoring not permitted

Organisation Profile

Q4. Organisation type

Q5. State or territory

Q6. Organisation location

Project set-up

Q7. Prior to involvement in the Public Access Defibrillation (PAD) Demonstration Project, did your organisation consider purchasing an Automated External Defibrillator (AED)?

1. Yes GO TO Q8
2. No GO TO Q9
3. Don't know GO TO Q9

Q8. What were the main reasons that your organisation considered purchasing an Automated External Defibrillator (AED)? And were there any other reasons? PROBE.



Q9. Thinking about how your organisation came about being involved in the Public Access Defibrillation (PAD) Demonstration Project, did St John Ambulance first approach your organisation or did your organisation hear about the project and request to be involved?

1. First approached by St John Ambulance
2. Organisation requested involvement
3. Don't know

Q10. How long have Automated External Defibrillators (AEDs) been placed in your organisation? I am referring to the AEDs installed by St John Ambulance. READ OUT IF NECESSARY

1. Less than one month
2. 1 to 5 months
3. 6 to 12 months
4. 1 year to 2 years
5. 2 years to 3 years
6. Don't know

Q11. How many AEDs do you have at your organisation that has been funded through the PAD Demonstration Project?

RECORD NUMBER OF PAD AEDs: _____

Q12. And how many AEDs, if any, has your organisation purchased?

RECORD NUMBER OF ORG. AEDs: _____

Q13. Is the local ambulance service aware that there is an AED installed at your organisation?

1. Yes
2. No
3. Don't know

Cost

Q14. Thinking about the benefits of having the AED placed in your organisation, would you say the investment in < READ OUT STATEMENTS > is definitely worthwhile, probably, maybe worthwhile, probably not, or definitely not worthwhile?

	Definitely worthwhile	Probably worthwhile	Maybe worthwhile	Probably not	Definitely not	Don't know
Staff training	5	4	3	2	1	6
The time and cost spent maintaining the AED	5	4	3	2	1	6
Time spent liaising with the program co-ordinator	5	4	3	2	1	6

Q15. The cost of an AED is approximately \$3,000 and you have (INSERT NO. IN Q11) funded. Prior to your involvement with the installation of the AED, do you believe your organisation would have spent (\$3,000 multiplied by no. of AEDs in Q11) on the initial set up cost? READ OUT CODES 1 TO 5

1. Definitely
2. Probably
3. Maybe



4. Probably not
5. Definitely not
6. Don't know

Training and support

Q16. How many staff members, including yourself, were initially trained to use Automated External Defibrillators (AEDs)?

RECORD NUMBER OF STAFF: _____

Q17. How many additional staff members have received training to use Automated External Defibrillators (AEDs)?

RECORD NUMBER OF STAFF: _____

Q18. I am going to read out a list of materials that may have been provided to your organisation, would you say that all, most, some, a few or none of the staff throughout the organisation ...?

	All	Most	Some	A Few	None	Not provided
Were provided with a letter notifying of the AED implementation	5	4	3	2	1	6
Watched the St John 'Surviving Sudden Cardiac Arrest' DVD	5	4	3	2	1	6
Have access to publications/brochures about AED	5	4	3	2	1	6

Q19. Do you have the Public Access Defibrillation action-plan displayed close to the AED?

(EXPLAIN IF NECESSARY: The action-plan is a poster with step-by-step instructions to guide the first responder to use the AED).

1. Yes
2. No
3. Don't know

Q20. Is there an on-site emergency plan for this type of situation?

1. Yes
2. No
3. Don't know

Q21. Are untrained staff aware that there is an AED at your organisation?

1. Yes
2. No
3. Don't know

Q22. In the event of a sudden cardiac arrest, is it likely that these untrained staff would use the AED? READ OUT CODES 1 TO 5

1. Definitely
2. Probably
3. Maybe
4. Probably not
5. Definitely not
6. Don't know

Maintenance

Q23. How often is a maintenance check carried out on the AED? READ OUT

1. At least once a week



2. Once a fortnight
3. Once in three weeks
4. Once a month
5. Longer than once a month
6. Don't know
7. Never – GO TO Q25

Q24. Who performs the maintenance check on the AED? READ OUT AS NECESSARY. MULTIPLES ALLOWED

1. Myself – the designated co-ordinator of the PAD project
2. Another designated person
3. Any staff on duty
4. No one/ no one responsible
5. Other (specify position)

Use of AED

Q25. Since the installation of the AED(s) at your organisation, how many times has the PAD Demonstration Project AED been activated?

RECORD NUMBER PAD: _____

IF HAVE OWN AED(S) - Q12 - ALSO ASK:

And how many times have your own AEDs been activated?

RECORD NUMBER ORG: _____

IF NO ACTIVATIONS, SKIP TO Q39

Q26. Of the (INSERT NUMBER OF ACTIVATIONS IN Q25) activations, how many were carried out by trained staff and how many by untrained staff? ENSURE TOTALS Q25.

RECORD NUMBER BY TRAINED STAFF: _____

RECORD NUMBER BY UNTRAINED STAFF/PUBLIC: _____

Q27. Did the person who responded to the emergency correctly follow the instructions from the AED?

1. Yes
2. No
3. Don't know

Q28. Of the <INSERT NUMBER OF ACTIVATIONS FROM Q25>, how many... READ OUT. ENSURE TOTALS Q25

Saved the life of the patient: RECORD NUMBER: _____

Saved the life of the patient but the patient later died in hospital:

RECORD NUMBER: _____

The patient died on-site:

RECORD NUMBER: _____

Patient had a non-shockable rhythm so no shock was administered when the AED was applied:

RECORD NUMBER: _____

Q29. ASK IF PAD AED ACTIVATED (Q25)

How many of the activations were reported to the St John Ambulance?

RECORD NUMBER OF REPORTED ACTIVATIONS: _____

IF NONE SKIP TO Q32



- Q30. Was there a de-brief from St. Johns after the event?
1. Yes
 2. No
 3. Don't know
- Q31. Was the event data successfully downloaded to the Project Manager (at St. Johns)?
1. Yes
 2. No
 3. Don't know
- Q32. Did you personally activate the AED?
1. Yes
 2. No SKIP TO Q39
- Q33. How long ago was this...? READ OUT IF NECESSARY
1. Less than one month
 2. 1 to 5 months
 3. 6 to 12 months
 4. 1 year to 2 years
 5. 2 years to 3 years
 6. Don't know
- Q34. What was the outcome for the person? READ OUT.
1. Saved the life of the patient having a sudden cardiac arrest
 2. Saved the life of the patient but they later died in hospital
 3. The patient died on-site
 4. Patient had a non-shockable rhythm so no shock was administered when the AED was applied
 5. Other (specify)_____
 6. Don't know
- Q35. Is there an on-site emergency plan for this type of situation?
1. Yes ASK Q36
 2. No ASK Q37
 3. Don't know ASK Q37
- Q36. Did you follow the internal operational plan correctly for this type of situation?
1. Yes
 2. No
 3. Don't know
- Q37. Did you follow the step by step verbal instructions from the AED?
1. Yes
 2. No
 3. Don't know
- Q38. Reflecting on that experience, to what extent do you agree, disagree or neither agree nor disagree that <READ OUT STATEMENT>. Is that strongly or just (agree/disagree)?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
My training with St Johns helped me to handle the situation	5	4	3	2	1	6
I (or someone else) called 000 immediately	5	4	3	2	1	6
Other staff provided support	5	4	3	2	1	6
Members of the public provided support	5	4	3	2	1	6
It was easy to administer CPR	5	4	3	2	1	6
It was easy to use the AED	5	4	3	2	1	6
The de-brief with St Johns was useful	5	4	3	2	1	6
The organisation supported me after the event	5	4	3	2	1	6
I was pleased to have been able to assist	5	4	3	2	1	6
It has not put me off helping in the future	5	4	3	2	1	6

Overall opinion

Q39. Now, I would like to find out your overall opinion of the PAD Demonstration Project, do you agree or disagree, or neither agree nor disagree that ... <READ OUT STATEMENTS>. Is that strongly or just (agree/disagree)?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't Know
AED is easy to use	5	4	3	2	1	6
AED maintenance cost is reasonable	5	4	3	2	1	6
AED training is easy to understand	5	4	3	2	1	6
On-going training costs are reasonable	5	4	3	2	1	6
Having an AED in the organisation is important to me	5	4	3	2	1	6
Having an AED in the organisation is important for employee safety	5	4	3	2	1	6
Having an AED in the organisation is important for public safety	5	4	3	2	1	6
I would not hesitate to use the AED	5	4	3	2	1	6
I am committed to the PAD Project	5	4	3	2	1	6
My organisation is a suitable location for AED placement	5	4	3	2	1	6
Any untrained staff or member of the public could use an AED	5	4	3	2	1	6

Q40. Overall, how would you rate your organisation's involvement in the PAD Demonstration Project?

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor

Q41. Thinking back to all the steps involved in participating in the PAD Demonstration Project, in what ways could the process have been improved? This could relate to any aspect of the implementation and on-going processes, including the training provided by St John Ambulance Australia, experiences you have had and management by your organisation. Do you have any other suggestions? PROBE

Q42. The PAD Demonstration Project includes a number of elements: the supply of the AED; staff training by St Johns; backup and support from St Johns; and provision of supporting documentation from St Johns (like brochures and posters). What do you value the most (RECORD 1) and the second (RECORD 2), third (RECORD 3) and what is of least value (RECORD 4)?

- 1. Supply of AED RECORD RANK_____
- 2. Staff training RECORD RANK_____
- 3. Backup and support RECORD RANK_____
- 4. Supporting documentation RECORD RANK_____

Q43. How likely are you to recommend that other organisations participate in the PAD project? READ OUT CODES 1 TO 5

- 1. Definitely
- 2. Probably
- 3. Maybe
- 4. Probably not
- 5. Definitely not
- 6. Don't know

Q44. I am now going to read out a number of scenarios that may influence your organisations decision to buy, train staff and maintain AEDs. Do you think your organisation would spend (\$3,000 multiplied by no. of AEDs in Q11) on the initial purchase and training cost for the AED for <INSERT STATEMENT>. Would you say definitely, probably, maybe, probably not or definitely not?

And what about <INSERT STATEMENT>. Do you think your organisation would buy an /a AED/s? REPEAT SCALE AS NECESSARY

	Definitely	Probably	Maybe	Probably not	Definitely not	Don't know
The health and safety of the public	5	4	3	2	1	6
Staff occupational health and safety	5	4	3	2	1	6
Government guidelines for safety in the workplace	5	4	3	2	1	6
If it became a regulatory requirement	5	4	3	2	1	6

Q45. The cost of purchasing an AED is approximately \$3,000. Your organisation has <INSERT NO. OF AEDs FROM Q11) funded. If Government funding for the AED was no longer available, do you think your organisation would buy them? READ OUT CODES 1 TO 5

- 1. Definitely
- 2. Probably
- 3. Maybe
- 4. Probably not
- 5. Definitely not GO TO Q47
- 6. Don't know

Q46. Do you think that your organisation would have an internal implementation team to manage the program or that it would commission an external consultant to manage the program (for example, this could include having a program point of contact, medical direction, program maintenance, data management, development of protocols and response plans)?

- 1. Internal implementation of program
- 2. Commission external consultant



- 3. Don't know

Demographics

In order to assist us in understanding the results of this study we would like to ask a few questions about you.

Q47. How many years have you worked in the organisation?

- 1. Less than 1 year
- 2. 1 to 3 years
- 3. 3 to 5 years
- 4. 5 to 10 years
- 5. More than 10 years

Q48. Record Gender

- 1. Male
- 2. Female

Q49. To which age group do you belong to?

- 1. Under 18
- 2. 18 to 35
- 3. 36 to 54
- 4. 55 to 64
- 5. 65+

Q50. I would also like to speak with some of the staff trained to use the AED. Can you please provide the names and contact numbers of other staff? (RECORD DETAILS FOR UP TO THREE)

Name of trained staff	Position	Contact number

End interview

Q51. This now concludes the interview. Would you be prepared for a consultant to call you back should we wish to follow up on any other issues? This is entirely voluntary and should you decide to do this your details will be stored securely and not used for any other purpose other than has been specified.

- 1. Yes
- 2. No

Thank you for your time. Just in case you missed it, my name is < ... > from Fieldworks. The interview has been conducted for Campbell Research & Consulting.



**CATI Questionnaire:
Nominated Staff Member**

General introduction

Hello, I'm (...) from Fieldworks. We are conducting interviews for Campbell Research & Consulting.

Q52. May I please speak with <NOMINATED STAFF>

1. Yes CONTINUE
2. No ATTEMPT TO MAKE AN APPOINTMENT

READ OUT EXTRA INFORMATION AS NECESSARY

Introduction for respondent

Hello, I'm (...) from Fieldworks Market Research and conducting interviews for Campbell Research & Consulting. We're conducting a national study for the Australian Government with management and staff of organisations that have an automated external defibrillator (AED) that is used to treat sudden cardiac arrest (a condition that occurs when the heart unexpectedly stops pumping). The study is limited to organisations involved in the Public Access Defibrillation (PAD) Demonstration Project managed by St John Ambulance Australia.

I have spoken with <NAME OF MANAGER> from your organisation, he/she has given your name and phone details for us to contact you about this survey.

All responses will be confidential.

You are free to not answer any or all of the questions or to end the interview at any time. This interview should only take about 10 minutes, the actual time will depend on your answers.

Q53. Just to confirm, are you one of the nominated first responders to provide help to sudden cardiac arrest victims at your workplace? IF REQUIRE MORE INFORMATION That is, you are trained to use an Automated External Defibrillator (AED)

1. Yes
2. No

REPEAT INTRODUCTION IF TRANSFERRED

Q54. This interview may be monitored for quality purposes. Please advise if you don't want this call to be monitored.

1. Monitoring allowed
2. Monitoring not permitted

DATA TO BE LINKED TO MANAGERS SURVEY (not necessary to ask): Organisation Profile

Q55. Organisation type

Q56. State or territory

Q57. Organisation location

Training and support

Q58. To start, how did you first become involved as a responder in the Public Access Defibrillation (PAD) Demonstration Project managed by St John Ambulance Australia? Did you volunteer to become a responder or were you chosen by management?

1. Volunteered
2. Chosen

Q59. How important do you see your role as a 'First Responder', that is, as a person trained in your organisation to use an Automated External Defibrillator (AED)? READ OUT

1. Very important



2. Important
3. Neither important nor unimportant
4. Unimportant
5. Not important at all

Q60. Were you involved in the initial training session from St John Ambulance (when the Automated External Defibrillator was implemented on-site) or was your training conducted after the Automated External Defibrillator (AED) was installed on-site?

1. Initial training session
2. Follow-up training session

Q61. Have you received any on-going training with the St John Ambulance since your first training session?

1. Yes
2. No

Q62. What did you learn from the training conducted by St John Ambulance? RECORD ALL MENTIONS. DO NOT READ OUT

1. Basic **life support** techniques
2. How to recognise the **signs** of heart attack and stroke
3. How to administer **oxygen to a patient or CPR**
4. How to assess a casualty to determine if use of **the AED is warranted**
5. How to **use an AED**
6. How to follow **safety protocols** for the user, casualty and bystanders
7. Other (specify)_____

Q63. Now in relation to the training carried out by St John Ambulance. To what extent do you agree, disagree or neither agree nor disagree that <READ OUT STATEMENT>. Is that strongly or just (agree/disagree)?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
The length of the training course was about right for what I needed to learn	5	4	3	2	1	6
The training material was clear and concise	5	4	3	2	1	6
The content of the training course was easy to follow	5	4	3	2	1	6

Q64. As a result of the training you received, how familiar are you with the first-aid procedures? Would you say...? READ OUT

1. Very familiar
2. Familiar
3. Neither familiar or not
4. Not familiar
5. Not familiar at all

Q65. After attending the training course, how confident are you to administer the AED on a sudden cardiac arrest casualty? Would you say...? READ OUT

1. Very confident
2. Confident
3. Neither
4. Not confident
5. Not confident at all

IF Q65 CODE 4 OR 5 ASK Q66; OTHERS GO TO Q67



Q66. Why is that you do not feel confident to use the AED? PROBE

Q67. If you had not attended the training course, how confident do you think you would be to administer the AED on a sudden cardiac arrest casualty? Would you say...? READ OUT

1. Very confident
2. Confident
3. Neither
4. Not confident
5. Not confident at all

Q68. I am going to read out a list of materials that may have been provided to you by your organisation. First could you tell me if you have seen it or not. And if you have seen it, would you say that the information presented was excellent, very good, good, fair or poor. First of all, did you receive/ have you seen <READ OUT STATEMENT>.

IF SEEN: And how would you rate it? REPEAT SCALE AS NECESSARY

	Seen	Excellent	Very good	Good	Fair	Poor
A letter notifying you of the AED implementation	1	5	4	3	2	1
St John 'Surviving Sudden Cardiac Arrest' DVD	2	5	4	3	2	1
Publications/brochures about AED from St Johns	3	5	4	3	2	1
Defibrillation action-plan/poster	4	5	4	3	2	1

Q69. Can you tell me where the AED(s) is/are located in your organisation? Can you provide some details?

1. Yes (and able to mention a specific location/s)
2. Yes (vaguely know the area without stating a specific location/s)
3. No (don't know where AED(s) is/are placed)

Q70. In the event of a sudden cardiac arrest, how likely do you think that untrained staff would use the AED? Would you say....READ OUT CODES 1 TO 5

1. Definitely
2. Probably
3. Maybe
4. Probably not
5. Definitely not
6. Don't know

Use of AED

Q71. Have you personally activated the AED?

1. Yes
2. No SKIP TO Q78

Q72. How long ago was this...? READ OUT IF NECESSARY



1. Less than one month
2. 1 to 5 months
3. 6 to 12 months
4. 1 year to 2 years
5. 2 years to 3 years
6. Don't know

Q73. What was the outcome for the person? READ OUT.

1. Saved the life of the patient having a sudden cardiac arrest
2. Saved the life of the patient but the patient later died in hospital
3. Patient died on-site
4. Patient had a non-shockable rhythm so no shock was administered when the AED was applied
5. Other (specify)_____
6. Don't know

Q74. Is there an on-site emergency plan for this type of situation?

1. Yes ASK Q75
2. No ASK Q76
3. Don't know ASK Q76

Q75. Did you follow the internal operational plan correctly for this type of situation?

1. Yes
2. No
3. Don't know

Q76. Did you follow the step by step verbal instructions from the AED?

1. Yes
2. No
3. Don't know

Q77. Reflecting on that experience, to what extent do you agree, disagree or neither agree nor disagree that <READ OUT STATEMENT>. Is that strongly or just (agree/disagree)?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
My training with St Johns helped me to handle the situation	5	4	3	2	1	6
I (or someone else) called 000 immediately	5	4	3	2	1	6
Other staff provided support	5	4	3	2	1	6
Members of the public provided support	5	4	3	2	1	6
It was easy to administer CPR	5	4	3	2	1	6
It was easy to use the AED	5	4	3	2	1	6
The de-brief with St Johns was useful	5	4	3	2	1	6
The organisation supported me after the event	5	4	3	2	1	6
I was pleased to have been able to assist	5	4	3	2	1	6
It has not put me off helping in the future	5	4	3	2	1	6

Overall opinion



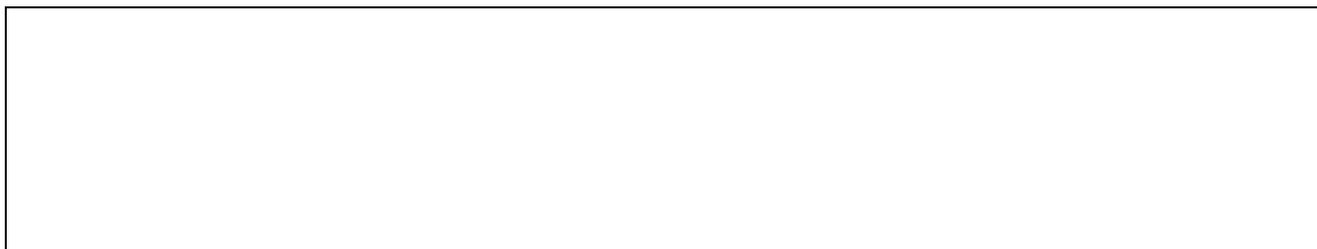
Q78. Now, I would like to find out your overall opinion of the PAD Demonstration Project, do you agree or disagree, or neither agree nor disagree that ... <READ OUT STATEMENTS>. Is that strongly or just (agree/disagree)?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
I had to take on additional work over and above what was expected	5	4	3	2	1	6
AED is easy to use	5	4	3	2	1	6
Having an AED in the organisation is important to me	5	4	3	2	1	6
Having an AED in the organisation is important for employee safety	5	4	3	2	1	6
Having an AED in the organisation is important for public safety	5	4	3	2	1	6
Management support my role as a 'first responder'	5	4	3	2	1	6
My knowledge is kept up-to-date with internal training as required	5	4	3	2	1	6
I would not hesitate to use the AED	5	4	3	2	1	6
I am pleased to be a responder for the AED	5	4	3	2	1	6
Clear procedures and plan of action are in place if there is an emergency	5	4	3	2	1	6
I am committed to the PAD Project	5	4	3	2	1	6
My organisation is a suitable location for AED placement	5	4	3	2	1	6
Any untrained staff or member of the public could use an AED	5	4	3	2	1	6

Q79. Overall, how would you rate your involvement in the PAD Demonstration Project?

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor

Q80. Thinking about your involvement in the PAD Demonstration Project, in what ways could the process have been improved? This could relate to any aspect of the implementation and on-going processes, including the training provided by St John Ambulance Australia, experiences your have had and management by your organisation. Do you have any other suggestions? PROBE



Demographics

In order to assist us in understanding the results of this study we would like to ask a few questions about you.

Q81. How many years have you worked in the organisation?

1. Less than 1 year
2. 1 to 3 years
3. 3 to 5 years
4. 5 to 10 years
5. More than 10 years

Q82. Record Gender

1. Male
2. Female

Q83. To which age group do you belong to?

1. Under 18
2. 18 to 35
3. 36 to 54
4. 55 to 64
5. 65+

End Interview

Q84. This now concludes the interview. Would you be prepared for a consultant to call you back should we wish to follow up on any other issues? This is entirely voluntary and should you decide to do this your details will be stored securely and not used for any other purpose other than has been specified.

1. Yes
2. No

Thank you for your time. Just in case you missed it, my name is < ... > from Fieldworks. The interview has been conducted for Campbell Research & Consulting.

