

Appendix A: Interview guide

Baseline assessment of the COVID-19 response of evidence synthesis organizations: views and perspectives of the COVID-END partners

I. Introduction

My name is _____, I am currently _____.

We would like to invite you to participate in an interview. Our objective is to understand how the evidence community initially responded to COVID-19 and their early experiences of partnering in COVID-END. The study is being conducted by the Sustaining Working Group of the COVID-END initiative. We are interviewing you to gain a better understanding of your views in relation to your organization's initial response to COVID-19 and its early experiences of partnering in the COVID-END initiative.

Participation in this interview is entirely voluntary; you have the right to refuse to respond to any or all questions or stop the interview at any time or for any reason. The interview will consist of open-ended questions and should take approximately 60 minutes. Please be assured that your responses will remain confidential. That means that the information will not be used to identify you as a respondent. When used, it will only be part of a general description.

With your permission, I would like to audio record the interview. Alternatively, you may choose not to have your voice recorded. In that case, I will be recording your responses in writing.

Do you consent to participate in the interview? Yes No

Do you consent to having your voice recorded? Yes No

If you have any questions pertaining to the study and your participation, please do not hesitate to ask me now. Also, if you have any questions at a later time, please feel free to contact Dr. Jeremy Grimshaw at jgrimshaw@ohri.ca or (include name and email of contact person).

Thank you for agreeing to participate in this interview.

Interviewer to discuss what organizational learning is prior to asking interview questions:
It is the “...the process of [an organization] improving actions through better knowledge and understanding” [1].

II. Description of organization:

Please describe your organization:

1. Organization name: -----
2. Size of organization: -----
3. Scope of organization: -----
4. Number of employees: -----
5. Location: -----
6. Did your organization conduct any internal evaluation of its response to COVID-19?
 - Yes, (provide data if possible)
 - No

III. Initial response to COVID-19

1. When did your organisation become aware of COVID-19 and began to pivot?
2. What are COVID-related activities that are being conducted by your organization?
Factors to consider: types of products and target groups
3. How would you describe your organization’s response to the COVID-19 pandemic; responsive or prospective? Why? (what was done/what was not done?)
4. What are challenges or obstacles that your organization experienced during its initial response to COVID-19?

Probes:

Factors to consider include human and financial resources, evidence synthesis methods, timeliness of the response, priority setting, staff motivation and well-being, etc.

5. Can you share an example of situations in which your organization learned something important that helped it function better in some way during the response to the COVID-19 pandemic?

Probes:

- Context of the situation
- How has the organization learned? (process)
- Why do you consider this an important situation?
- What is being learned (content)
- What does learning yield? (efficiency and effectiveness)
- What has changed or needs to change moving forward?
- What action has taken place?
- Facilitating factors?
- When does learning take place? (Incentives and motives)

IV. Initial engagement with the COVID-END initiative

1. How did your organization get involved in the COVID-END initiative?
2. What were your expectations as an organization of your involvement?
3. How do you describe your experience to date with the COVID-END initiative?
4. What could be improved in the COVID-END initiative? Suggestions for future activities.

1. Lu, S.-L. and M. Sexton, *Innovation in small professional practices in the built environment*. 2009: John Wiley & Sons.