

Supplementary Material 3: Interview topic guides

Early Specialist Traumatic brain injury Vocational Rehabilitation (ESTVR) Training Evaluation – OTs Topic Guide:

Semi-structured interviews with Occupational Therapists following ESTVR training.

Open ended questions to generate conversation	Links to implementation framework¹
<p>Introductory conversation to include covering demographics and professional life:</p> <ul style="list-style-type: none"> • Name • Age • Place and Date qualified as an OT • Actual qualification (letters) • Years of experience as an OT (may have qualified and then not worked as an OT) • Years experience in TBI/neuro • Years experience in vocational rehab (VR) • Previous VR training courses • Experience in previous research • Currently working at ... (NHS, independent work, any other secondments as well as FRESH) • How is your current work arranged? <ul style="list-style-type: none"> ○ How have you managed to fit working on the FRESH study into your day to day work? 	<p>Background information Outer setting Inner setting Characteristics of individuals</p>
<p>Introductory conversation about the person and the training:</p> <ul style="list-style-type: none"> • What was your motivation for getting involved with this study? • What were your expectations of the training • Tell me about the initial training you were involved with. <ul style="list-style-type: none"> ○ Original 2-day ○ 1-day plus coming to University of Nottingham plus watching the recorded training materials ○ Watching the recorded training materials plus training on NHS site • Tell me the key points of learning that you gained from the training. <ul style="list-style-type: none"> ○ Rationale for the ESTVR 	<p>Inner setting Characteristics of individuals Process</p>

¹ Implementation research framework based on Consolidated Framework for Implementation Research Damschroder L, Aron D, Keith R, et al. (2009) Fostering implementation of health services research findings into practice: a consolidated framework for advancing implementation science. *Implement Sci* 4: 50.

<ul style="list-style-type: none"> ○ Process of the ESTVR 	
<p>Conversation about more details of the training and it's effectiveness:</p> <ul style="list-style-type: none"> ● How did the training facilitate you to deliver the ESTVR (the intervention). ● What are your views about the VR training programme you attended? ● What did you consider were the most helpful elements for you? <ul style="list-style-type: none"> ○ General VR elements ○ Research elements ○ ESTVR elements ○ Service user involvement ○ Group work ○ Other ● What were the least helpful elements for you? <ul style="list-style-type: none"> ○ General VR elements ○ Research elements ○ ESTVR elements ○ Service user involvement ○ Group work ○ Other ● Did your self-efficacy (your self-belief) change between <ul style="list-style-type: none"> ○ pre and post initial training – how? ○ Post the update/refresher training in April – how? ● Were your learning needs met (to be able to carry out the ESTVR)? – how? <ul style="list-style-type: none"> ○ What did you see as your knowledge gaps prior to the training? ● Did the training cause you to worry in any way afterwards? <ul style="list-style-type: none"> ○ Initial training ○ Mentoring ○ Refresher/update training ● Have you been on any other courses/training previously that you found really useful in your daily role? What made it memorable? 	<p>Characteristics of individuals Inner setting</p>
<p>Conversation about the practicalities of the training:</p> <ul style="list-style-type: none"> ● What are your views about the length of the training programme you received? ● How did you find the training was organised ahead of attending? ● How did you find the presentation of the learning materials <ul style="list-style-type: none"> ○ on the day? ○ After the training? ● Is there any further information you would have liked in this? 	<p>Characteristics of individuals Process</p>

<ul style="list-style-type: none"> • What are your views about the training manual? 	
<p>Conversation about mentoring:</p> <ul style="list-style-type: none"> • You were allocated a mentor following the training. What do see the role of the mentor being? <ul style="list-style-type: none"> ○ How can she support you in being able to put the training into practice? • How have you used your mentor to date? <ul style="list-style-type: none"> ○ Do you speak often? ○ Do you text, email, call • What has been the most useful aspect of mentoring you have experienced so far? • Could you manage without a mentor? 	<p>Outer setting Inner setting Characteristics of individuals</p>
<p>Conversation about putting the training into practice:</p> <ul style="list-style-type: none"> • Now you have a few clients/patients under your belt, how did the training prepare you for this? • How confident do you feel now about using the ESTVR? • How have you put the training into practice? <ul style="list-style-type: none"> ○ What resources in the manual have you referred to/used? ○ What about the letter templates? ○ Something else? • What else have you found supportive? <ul style="list-style-type: none"> ○ Peer support ○ Mentoring ○ Calling/contacting Julie? ○ Something else? • How much pressure do you feel under to be successful in doing the ESTVR/intervention? <ul style="list-style-type: none"> ○ Where does this pressure come from? • Is it possible to do the intervention in your area? <ul style="list-style-type: none"> ○ What if anything is stopping you? ○ What is helping you? ○ How have you adapted what you've learned so you can put things into practice? • How do you feel about being able to manage your caseload in the coming weeks/months? <ul style="list-style-type: none"> ○ What if anything might you change to help workload management? <ul style="list-style-type: none"> ▪ Your time management ▪ Prioritising workloads ▪ Changing the intervention ▪ Something else 	<p>Intervention characteristics Outer setting Inner setting Characteristics of individuals Process</p>
<p>Conversation about the future:</p>	

<ul style="list-style-type: none"> • Is mentoring something you'd recommend for OTs in the future doing a trial or learning the ESTVR to carry out in the NHS? • How could the training be altered/improved for future therapists <ul style="list-style-type: none"> ○ Could it be delivered in a different way/format? ○ Could it be commercialised into a product? <ul style="list-style-type: none"> ▪ Booklet ▪ Website ▪ Training product face 2 face ▪ other • Is there anything further that should be included in such a training course? • Is there anything which could be omitted? • Where do you see this training take you in the future? 	
<p>Ending conversation:</p> <ul style="list-style-type: none"> • Are there any other comments you would like to make about the training and mentoring provided? 	

Abbreviations:

TBI – Traumatic brain injury

VR – vocational rehabilitation

OTs – occupational therapists

ESTVR – Early specialist TBI vocational rehabilitation

NHS – National Health Service



FRESH - Facilitating Return to work through
Early Specialist Health-based interventions

FRESH Study Framework for interviews for employers – Topic Guide

Questions will be asked on the following topics. Some examples of questions are given below.

I am a researcher working on the ‘FRESH’ project at the University of Nottingham. One of your employees, who sustained a TBI, took part in this project and gave their consent for us to contact you.

The research involved an occupational therapist helping this person return to work. Now the intervention is complete we want the employers’ views of the help both you and the employee received and whether employers think is a useful service for the NHS to provide for people who have had a traumatic brain injury.

We are also trying to understand the cost of supporting people who have a TBI in a return to work and the cost of any changes you might have had to make or been advised to make (by the therapist) to support this particular person in returning to work. For example the costs of your time in meetings to plan the return, the cost of any equipment or adaptations you might have had to pay for and the cost of paying for additional staff to help cover their role until they were up to speed.

Your name will not be mentioned on any published documents, and therefore anything you say cannot be identified as coming from you. Any names of individuals or places that you might refer to during the interview will be anonymised when transcribed. All information you provide will be kept confidentially and will only be used for the purpose of the economic analysis and to develop our understanding further.

Would you be willing to answer some questions? They are specific to this one person and this should only take up about 10 minutes of your time.

Mechanism	Question	Prompts
Support	What support was offered to you and your employee? Did you feel it was helpful or unhelpful in helping this person return to work?	How effective was it? Explore expectations and practicalities of this support being offered.

<p>Timely and long-term support <i>Research shows it is ideal to intervene as early and as rapidly as possible. This would be viewed as timely intervention.</i></p>	<p>What do you think about the timing of the support you were offered?</p>	<p>Did you/your employee get help at the right time? Too soon after the TBI? Not soon enough? Too short?</p>
<p>Assessment</p>	<p>How well do you think XXXX understood the job and the employee's overall ability and readiness to do their job? Did they give you enough information about the person's ability?</p>	<p>How well did she understand the needs of employers, what happens in the workplace, the employer's point of view, their readiness to return to employment – travelling to and from work, coping with the day to day of working, getting on with other people, getting around.</p>
<p>Flexibility <i>Services need to be flexible and responsive to the needs of people with a traumatic brain injury (TBI).</i></p>	<p>Do you think the advice the therapist provided was adapted for the individual needs of the employee and the business?</p>	<p>Was the service flexible enough? Did you feel that it was like a set 'package' – or that it was adaptable for individual needs? How much say did you have over what took place, and when?</p>
<p>Working with employers</p>	<p>How well did XXXX work with you and others involved in the RTW process?</p>	<p>Communication Who else was involved?</p>
<p>Planning and preparing for RTW</p>	<p>Was there a return to work plan? If so, how effective was it in preparing you and your employee in their return to work?</p>	<p>What did the plan consist of – what was helpful – what was unhelpful – what else would you have liked? Was it feasible? How was the plan put together?</p>
<p>Providing interventions</p>	<p>Did you provide any modifications or were any suggested to help your employee return to work e.g. graded return to work? What were the costs to this?</p>	<p>e.g. hours, environment, tasks, staged return</p>
<p>Economic evaluation</p>	<p>What do you think are the economic consequences helping an employee come back to work for your workplace?</p>	<p>Time resources in meeting OH/HR/H&S/Union support economic consequences of a staff member having more support? Income protection insurance policy? Did this encompass RTW support?</p>
	<p>Do you think this is a useful /realistic service for the NHS to provide for people with traumatic brain injury?</p>	<p>Expectations of the employer</p>

Economic evaluation	Use of Access to Work? Yes/no	If yes then what was your financial contribution to this? What did they provide? Over how long?
What		

Explore employers perceptions of timeliness in relation to VR provided, e.g. was the intervention timely?

Explore responsiveness to the needs of the employee and employer during the course of the vocational rehabilitation. Ask about expectations and perceptions of how they were met in relation to responsiveness.



FRESH Study Framework for interviews with TBI Patients – Topic Guide

INTERVENTION GROUP

Questions will be asked on the following topics. Examples of questions are given below.

I am a researcher working on the ‘FRESH’ – return to work project at the University of Nottingham. I understand that you sustained a TBI and kindly agreed to take part in this project. This is really helpful, thank you. I understand that you have given your consent for us to contact you to ask a few questions.

We want to ask you whether you found the intervention with [insert name of OT], the occupational therapist useful and suitable for you. We also want to ask you about your thoughts on how you were recruited to the study when you were in hospital just after your accident.

Your name will not be mentioned on any published documents, and therefore anything you say cannot be identified as coming from you. Any names of individuals or places that you might refer to during the interview will be anonymised when transcribed. All information you provide will be kept confidentially and will only be used to develop our understanding further.

Would you be willing to answer some questions?

Mechanism	Question	Prompts
TBI specifics	Tell me something about your TBI and how things have been going for you since your TBI Have you returned to work since your TBI?	How did the TBI affect you? (physically, thinking skills, emotionally, socially) How did the TBI affect your work situation? (relationships, capacity to work) What is your current work situation?
Intervention (ESTVR)	Tell me about the support you have received since you had the TBI.	Who did you get support from? (service name/professional’s name) How did xxx help you in your recovery? (individual

		task/family work/employer work) What kinds of things did you do? (meet up, emails, phone calls, texts) fatigue management, memory rehab, strategies?
Intervention (ESTVR)	Did you have any specific support to help you get back to work?	Vocational assessment; Planning and preparing for return to work Did the therapist facilitate any work adjustments? Provide explicit verbal and written advice? Worksite meetings? Provision of specialist equipment ? Assist with travel to work?
Intervention (ESTVR) - costs	Do you know how these changes have cost?	Have you incurred extra costs as part of getting back to work? E.g. taxi's to work
Intervention (ESTVR)	Did xxx liaise with your employer at all? If not, why not?	In relation to your employer - did you feel xxx respected your need for privacy/ dignity/ confidentiality regarding work matters?
Intervention (ESTVR)	Did you have to make any changes to the way you worked in order to go back to work?	How are you finding managing your condition in the work situation? Are there any unresolved issues regarding your work situation? What would you do if any new problems arose in the workplace that you felt were related to your TBI?
Intervention (ESTVR)	Did the therapist/ case manager liaise with any other people/ agencies outside of the NHS to support you in a return to work?	If so which ones? why? If not, why not?
Acceptability	Did working with xxx actually help you (meet your needs)?	Was there anything you didn't like about the intervention? or found to be of no benefit? Did the OT give you advice that you disagreed with? What other type of intervention or support do you think you may have benefited from?
Barriers to adherence	When you were working with xx, what difficulties did you face when putting her/his advice into practice?	Talk about barriers e.g. Attitudes of other people (family, friends, boss, colleagues, GP) about RTW or TBI Getting to and from work Fitting in rehab appointments with work Lost his/her job

Timeliness	What do you think about the timing of the RTW service that XXXX provided?	Were you approached at the right time for you (to think about going back to work)?
Timeliness	How often did you see xxx?	Did you have other contact with xxx? <ul style="list-style-type: none"> Was this the right amount of time for you?
Recruitment – utility of materials/measures and recruitment methods <i>When we recruited you, we gave you information to read before deciding whether you wanted to take part and either a nurse, therapist of RA will have visited you to complete the paperwork and answer any questions.</i>	The How did you find this recruitment process?	Did you encounter any problems deciding whether or not to take part? (Was this information too much/ about right) Were your questions answered well enough? Would you have any suggestions for other people doing this in the future?
Recruitment – acceptability of randomisation	What were/are your thoughts about being randomly chosen to be in one of the 2 parts of this study?	Negative and positive thoughts. Would you have any suggestions for other people doing this in the future?
Recruitment - utility of materials/measures and recruitment methods <i>As a participant in the study you were asked to complete questionnaire booklets at recruitment and again at 3, 6 and 12 months. These contained a number of questions relating to your recovery.</i>	Did you encounter any problems with the information you were given to read? Please explain	Did you encounter any problems/ completing and returning the questionnaires? Please explain Were you given any help with this? Is there any additional information or support that you think you should have received?
Staff training - TBI specific skills and VR Knowledge	What do you think about xxx's skills and knowledge to support you in a return to work?	Did you feel that xxx had sufficient knowledge of TBI to be able to help you? Did you feel that xxx had sufficient knowledge to be able to help you to RTW successfully? What else do you think xxx should have known about?
Outcomes In this study, we are aiming to help people who have had a traumatic brain injury return to work by providing support from the NHS during a persons recovery. To help us measure the success of any support, we need to be able to understand what is important to the people who receive it.	Is return to work an important outcome or are their other issues which are also important?	What are the most important issues for you as a TBI survivor?

Additional Comments

- Is there anything else you would like to add or comment on regarding the help you have received?
- Is there anything else you would like to add or comment on regarding your participation in the study?

FRESH Study
Framework for interviews with TBI Patients – Topic Guide



FRESH - Facilitating Return to work through
Early Specialist Health-based interventions

USUAL CARE GROUP

Questions will be asked on the following topics. Some examples of questions are given below.

I am a researcher working on the ‘FRESH’ – return to work project at the University of Nottingham. You have been kindly completing the questionnaires for us. This is really helpful so we wanted to say thank you

We also want to ask you about your thoughts on returning to work after having a traumatic brain injury and how you were recruited into the study when you had just had your accident.

Your name will not be mentioned on any published documents, and therefore anything you say cannot be identified as coming from you. Any names of individuals or places that you might refer to during the interview will be anonymised when transcribed. All information you provide will be kept confidentially and will only be used to develop our understanding further.

Would you be willing to answer some questions?

Mechanism	Question	Prompts
TBI specifics	Tell me something about your TBI and how things have been going for you since your TBI Have you returned to work since your TBI?	How did the TBI affect you? (physically, thinking skills, emotionally, socially) How did the TBI affect your work situation? (relationships, capacity to work) What is your current work situation?
Intervention	Tell me about the support you have received since you had the TBI. What NHS services have you had since you left hospital? How often did you see them?	Who did you get support from? (service name/professional’s name) How did xxx help you in your recovery? (individual task/family work/employer work) What kinds of things did you do? (meet up, emails, phone calls, texts) fatigue management, memory rehab, strategies?

Intervention	Did you have any specific support to help you get back to work? If so, was it useful? Did working with xxx actually help you (meet your needs)? If not, would you have wanted any and what would you have liked?	Vocational assessment; Planning and preparing for return to work Did the therapist facilitate any work adjustments? Provide explicit verbal and written advice? Worksite meetings? Provision of specialist equipment? Assist with travel to work?
Intervention	Did you have to make any changes to the way you worked in order to go back to work?	How are you finding managing your condition in the work situation? Are there any unresolved issues regarding your work situation? What would you do if any new problems arose in the workplace that you felt were related to your TBI?
Intervention - costs	Do you know how these changes have cost?	Have you incurred extra costs as part of getting back to work? E.g. taxi's to work
Timeliness	What do you think about the timing of the RTW service that XXXX provided?	Were you approached at the right time for you (to think about going back to work)?
Acceptability	Did working with xxx actually help you (meet your needs)?	Was there anything you didn't like about the intervention? or found to be of no benefit? What other type of intervention or support do you think you may have benefited from?
Recruitment - utility of materials/measures and recruitment methods <i>When we recruited you, we gave you information to read before deciding whether you wanted to take part and either a nurse, therapist of RA will have visited you to complete the paperwork and answer any questions.</i>	How did you find this recruitment process?	Did you encounter any problems deciding whether or not to take part? (Was this information too much/ about right) Were your questions answered well enough? Would you have any suggestions for other people doing this in the future?
Recruitment – acceptability of randomisation	What were/are your thoughts about being randomly chosen to be in one of the 2 parts of this study?	Negative and positive thoughts. Would you have any suggestions for other people doing this in the future?

<p>Recruitment - utility of materials/measures and recruitment methods <i>As a participant in the study you were asked to complete questionnaire booklets at recruitment and again at 3, 6 and 12 months. These contained a number of questions relating to your recovery.</i></p>	<p>How did you find the information we sent you? Did you encounter any problems with the information you were given to read? Please explain</p>	<p>Did you encounter any problems/ completing and returning the questionnaires? Please explain Were you given any help with this?</p>
<p>Outcomes In this study, we are aiming to help people who have had a traumatic brain injury return to work by providing support from the NHS during a person's recovery. To help us measure the success of any support, we need to be able to understand what is important to the people who receive it.</p>	<p>Is return to work an important outcome or are there other issues which are also important?</p>	<p>What are the most important issues for you as a TBI survivor?</p>

Additional Comments

- Is there anything else you would like to add or comment on regarding the help you have received?
- Is there anything else you would like to add or comment on regarding your participation in the study?



Framework for interviews with NHS Staff – Topic Guide

NB. This topic guide includes generic questions for NHS staff and should be tailored to address issues specific to managing, commissioning and TBI rehabilitation service delivery.

Introduction

The purpose of these interviews is to explore NHS staff views (with a role in managing, commissioning or delivering TBI rehabilitation) of the barriers and facilitators to the delivery and implementation of the ESTVR intervention and contextual factors influencing sustainability and outcome success

Mapping the need for VR intervention and existing provision

- Thinking about TBI survivors of working age, do you feel there is a need for vocational rehabilitation (VR) services? Please explain your answer
- Does your organisation currently **commission** vocational rehabilitation (VR) for people with TBI? If so, please can you explain why this service is considered to be important?

Prompts:

- How is VR planned, procured and monitored?
- TBI specific service or for a broader client group?

- Does your organisation currently **provide** vocational rehabilitation for people following TBI? If so, please can you describe the provision? What involved, who involved, where happen???

Prompts:

- How does the VR service link into the trauma pathway?
- Is the service specifically for TBI survivors or for a broader client group?
- Is it important to be specific

- Are you aware of other organisations that **commission** vocational rehabilitation for people following TBI in your area? If so, please identify the key organisations

Prompts:

- DWP
- Social care

- Are you aware of any organisations that **provide** vocational rehabilitation for people following TBI in your area? If so, please identify the organisations and briefly describe the provision

Prompts:

- Private

- **Third sector**
- **Health/social care**

- Do you know whether the agencies you identify above work together?
 - If so, please explain how? Is it important to work together?
 - If not, do they need to? Why?
 - How might you work with all these different agencies – what might prevent this?

Commissioning TBI VR

- What factors do you think might influence decisions around whether or not to commission VR services?

Prompts:

- Bottom-up (provider led)
- Champions with CCGs
- Preventing/limiting costs to NHS or social care
- Perceptions of need

Focusing on commissioning TBI VR, which of the following models do you think are the most appropriate?

Prompts:

- Commissioner (CCG)
- Provider
- Do you think the responsibility for commissioning VR services rests with the NHS? Please explain your answer
- Following on from the question above, can you see VR being commissioned by health in the future? Please explain your answer?
- Can you identify any incentives that might support the need to commission VR for TBI?

Prompts:

- Policy incentives
- CQuin targets

Providing VR

- If VR services were to be introduced, what would you want the service to look like?

Prompts:

- What would a VR service consist of? Who, how, where, what?
- A specific service for patients following a TBI or a more generic service?
- Can you identify any factors that would facilitate the introduction and delivery of TBI specific VR services?

Prompt:

- The need for additional resources such as new skills, knowledge, supervision/support, networks, mentoring

- Can you identify any barriers that would prevent the introduction and delivery of TBI specific VR services

Prompts:

- Availability / awareness

- Resources
- Skills
- Knowledge
- Concerns about liaising with employers
- Confidence
- Legal issues

- Who do you think should provide a VR intervention for people following a TBI?
- What do you consider to be the main objectives of a TBI Specific VR intervention?

Prompts:

- To get the person (following TBI) back to work?
- To improve their independence?
- Sense of wellbeing?

VR for patients following a TBI - Implementing the ESTVR Intervention

Prompts:

- ESTVR (Early, Specialist, Traumatic brain injury Vocational rehabilitation) is an ‘Early’ - identifies people at point of injury to prevent job loss ‘Specialist’ - TBI specialist & VR specific knowledge, ‘Health Based’ - delivered by NHS professionals in health setting, ‘Mixed’ - work return and work retention, ‘Community Rehabilitation’ - delivered in the community, Timely and long-term support model.
- Can you identify any factors that would *facilitate* the introduction and delivery of ESTVR?
- Can you identify any barriers that would *prevent* the introduction and delivery of ESTVR?

Prompts:

- Rapid early intervention (within 4-8 weeks of injury)
- Is it feasible for NHS staff to provide a VR service that intervenes early? Please explain your answer?
- Can you identify any factors that would *facilitate* early intervention?
- Can you identify any barriers that would *prevent* early intervention?

Prompts:

- Working with employers (engagement with employers over time)
- Is it feasible for NHS staff to provide a VR service that works with employers? Please explain your answer?
- Can you identify any factors that would *facilitate* employer engagement?
- Can you identify any barriers that would *prevent* employer engagement?

Prompts:

- Working with whole systems
- Is it feasible for NHS staff to provide a VR service that works with other agencies such as the DWP, private sector and voluntary services? Please explain your answer?
- Can you identify any factors that would *facilitate* whole systems working?
- Can you identify any barriers that would *prevent* whole systems working?

Prompts:

- Flexible and responsive to changing needs over time

- Is it feasible for NHS staff to provide a VR service that responds to TBI people's needs over time? Please explain your answer?
- Can you identify any factors that would *facilitate* the provision of a flexible and responsive VR service?
- Can you identify any barriers that would *prevent* the provision of a flexible and responsive VR service?

ESTVR Intervention delivery alongside usual TBI Rehabilitation

- Can you tell me about your experiences of the OT service delivering the work rehabilitation intervention within your service?
- What were the things that went well?
- What were the things that did not go so well?
- What factors helped the OT to deliver the intervention?
- Were there any barriers to the OT delivering the intervention?
- How do you think such barriers might be overcome in future?
- Are there any other comments you wish to make about the intervention?

Training

- Can you tell me about your views of the training and mentoring your staff member(s) received to deliver this intervention?
- Is there any additional information or support that you think your staff member should have been provided with?
- Is there any additional information or support that you think you as the line manager or the department should have been provided with?
- Are there any other comments you wish to make about the training and support?