INTRODUCTION: Thank you for your participation. Please describe all of the steps that happen for a patient when they come for [CONDITION] — all the way from the point of registration to the point of discharge. Let’s go one step at a time, in order.

Step 1: _________________________________________________________________
Step 2: _________________________________________________________________
Step 3: _________________________________________________________________
Step 4: _________________________________________________________________
Step 5: _________________________________________________________________
Step 6: _________________________________________________________________
Step 7: _________________________________________________________________
Step 8: _________________________________________________________________
Step 9: _________________________________________________________________
Step 10: ________________________________________________________________
Part A: The People

Who, from the staff is involved in this step?
*Probe: Is there anyone else normally involved? Are there any variations in staff?*

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**Title (and Name) of Staff Role 1:** __________________________

- How many people have the same role as you at this facility? ______
- How many people in this role are typically working at the same time? ______
- Can you briefly describe what you do during this step?
  ______________________________________________________________________
- On average, how long do you spend doing this activity for an average patient? ______ min
- How many hours a day do you spend performing this activity? ______ hours
- What percentage of the time is someone in your role engaged in this activity? ______%
- How many days a week do you work? _________________________________
- What are your working hours on an average day? ________________________
- Do you have a (lunch) break during the day? _______ If yes, how long? _______

**Title (and Name) of Staff Role 2:** __________________________

- How many people have the same role as you at this facility? ______
- How many people in this role are typically working at the same time? ______
- Can you briefly describe what you do during this step?
  ______________________________________________________________________
- On average, how long do you spend doing this activity for an average patient? ______ min
- How many hours a day do you spend performing this activity? ______ hours
What percentage of the time is someone in your role engaged in this activity? ______%  
How many days a week do you work? ___________________________________________
What are your working hours on an average day? ____________________________________
Do you have a (lunch) break during the day? __________ If yes, how long? ____________

Title (and Name) of Staff Role 3: ________________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time? __________
Can you briefly describe what you do during this step? ____________________________________________
On average, how long do you spend doing this activity for an average patient? ______min
How many hours a day do you spend performing this activity? ________hours
What percentage of the time is someone in your role engaged in this activity? ______%  
How many days a week do you work? ___________________________________________
What are your working hours on an average day? ____________________________________
Do you have a (lunch) break during the day? __________ If yes, how long? ____________

Title (and Name) of Staff Role 4: ________________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time? __________
Can you briefly describe what you do during this step? ____________________________________________
On average, how long do you spend doing this activity for an average patient? ______min
How many hours a day do you spend performing this activity? ________hours
What percentage of the time is someone in your role engaged in this activity? ______%  
How many days a week do you work? ___________________________________________
What are your working hours on an average day? ____________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 5: ________________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time? __________
Can you briefly describe what you do during this step?
_________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______ min

How many hours a day do you spend performing this activity? _________ hours

What percentage of the time is someone in your role engaged in this activity? ______ %

How many days a week do you work? ________________________________________________

What are your working hours on an average day? ______________________________________

Do you have a (lunch) break during the day? _______ If yes, how long? ___________

Part 2: The Place

Where does this Step take place?
Probe: Is there any other place that this Step sometimes takes place?

| Location 1 = _____________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________# # 11. Item 11: ____________________# # |
| 2. Item 2: ____________________# 12. Item 12: ____________________# |
| 5. Item 5: ____________________# 25. Item 15: ____________________# |
| 7. Item 7: ____________________# 27. Item 17: ____________________# |
| 8. Item 8: ____________________# 18. Item 18: ____________________# |
| 10. Item 10: ____________________# 20. Item 20: ____________________# |

| Location 2 = _____________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________# # 11. Item 11: ____________________# # |
| 2. Item 2: ____________________# 12. Item 12: ____________________# |
| 5. Item 5: ____________________# 25. Item 15: ____________________# |
| 7. Item 7: ____________________# 27. Item 17: ____________________# |
| 8. Item 8: ____________________# 18. Item 18: ____________________# |
| 10. Item 10: ____________________# 20. Item 20: ____________________# |
**STEP 2:**

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**Part A: The People**

Who, from the staff is involved in this step?

*Probe: Is there anyone else normally involved? Are there any variations in staff?*

**List of Staff Involved (Find these Individuals for Interview.)**

Staff Role 1: ________________________________
Staff Role 2: ________________________________
Staff Role 3: ________________________________
Staff Role 4: ________________________________
Staff Role 5: ________________________________

**Title (and Name) of Staff Role 1:** ________________________________

How many people have the same role as you at this facility? __________

How many people in this role are typically working at the same time? __________

Can you briefly describe what you do during this step?

______________________________________________

On average, how long do you spend doing this activity for an average patient? ________ min

How many hours a day do you spend performing this activity? ________ hours

What percentage of the time is someone in your role engaged in this activity? ______%  

How many days a week do you work? ______________________________________

What are your working hours on an average day? ____________________________________

Do you have a (lunch) break during the day? __________ If yes, how long? ____________

**Title (and Name) of Staff Role 2:** ________________________________

How many people have the same role as you at this facility? __________

How many people in this role are typically working at the same time? __________

Can you briefly describe what you do during this step?

______________________________________________

On average, how long do you spend doing this activity for an average patient? ________ min

How many hours a day do you spend performing this activity? ________ hours
What percentage of the time is someone in your role engaged in this activity? ______% 
How many days a week do you work? ___________________________ 
What are your working hours on an average day? ___________________________ 
Do you have a (lunch) break during the day? ________ If yes, how long? __________ 

Title (and Name) of Staff Role 3: ___________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time?__________
Can you briefly describe what you do during this step? ___________________________
On average, how long do you spend doing this activity for an average patient? _______min
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What percentage of the time is someone in your role engaged in this activity? _____% 
How many days a week do you work? ___________________________ 
What are your working hours on an average day? ___________________________ 
Do you have a (lunch) break during the day? ________ If yes, how long? __________ 

Title (and Name) of Staff Role 4: ___________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time?__________
Can you briefly describe what you do during this step? ___________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? _________hours
What percentage of the time is someone in your role engaged in this activity? _____% 
How many days a week do you work? ___________________________ 
What are your working hours on an average day? ___________________________ 
Do you have a (lunch) break during the day? ________ If yes, how long? __________ 

Title (and Name) of Staff Role 5: ___________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time? __________
Can you briefly describe what you do during this step?
__________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? __________hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? ___________________________________________
What are your working hours on an average day? __________________________________
Do you have a (lunch) break during the day? __________ If yes, how long? ___________

Part 2: The Place

Where does this Step take place?
Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____________________________

List of equipment in this location
1. Item 1: ____________________ # 11. Item 11: ____________________ #
2. Item 2: ____________________ # 12. Item 12: ____________________ #
3. Item 3: ____________________ # 13. Item 13: ____________________ #
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7. Item 7: ____________________ # 27. Item 17: ____________________ #
8. Item 8: ____________________ # 18. Item 18: ____________________ #
10. Item 10: ____________________ # 20. Item 20: ____________________ #

Location 2 = _____________________________

List of equipment in this location
1. Item 1: ____________________ # 11. Item 11: ____________________ #
2. Item 2: ____________________ # 12. Item 12: ____________________ #
3. Item 3: ____________________ # 13. Item 13: ____________________ #
4. Item 4: ____________________ # 14. Item 14: ____________________ #
5. Item 5: ____________________ # 25. Item 15: ____________________ #
7. Item 7: ____________________ # 27. Item 17: ____________________ #
8. Item 8: ____________________ # 18. Item 18: ____________________ #
10. Item 10: ____________________ # 20. Item 20: ____________________ #
Part A: The People

Who, from the staff is involved in this step?
Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

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<td>5</td>
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</tr>
</tbody>
</table>

Title (and Name) of Staff Role 1: ________________________________
How many people have the same role as you at this facility? __________
How many people in this role are typically working at the same time? __________
Can you briefly describe what you do during this step?
__________________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? ________ min
How many hours a day do you spend performing this activity? ________ hours
What percentage of the time is someone in your role engaged in this activity? ________%
How many days a week do you work? __________
What are your working hours on an average day? __________
Do you have a (lunch) break during the day? __________ If yes, how long? _____________

Title (and Name) of Staff Role 2: ________________________________
How many people have the same role as you at this facility? __________
How many people in this role are typically working at the same time? __________
Can you briefly describe what you do during this step?
__________________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? ________ min
How many hours a day do you spend performing this activity? ________ hours
What percentage of the time is someone in your role engaged in this activity? _____% 
How many days a week do you work? ________________________________
What are your working hours on an average day? ________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 3: _____________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?_________
Can you briefly describe what you do during this step?________
On average, how long do you spend doing this activity for an average patient? ______min
How many hours a day do you spend performing this activity? _________ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? ________________________________
What are your working hours on an average day? ________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 4: _____________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?_________
Can you briefly describe what you do during this step?________
On average, how long do you spend doing this activity for an average patient? ________min
How many hours a day do you spend performing this activity? _________ hours
What percentage of the time is someone in your role engaged in this activity? ______%
How many days a week do you work? ________________________________
What are your working hours on an average day? ________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 5: _____________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time? ________
Can you briefly describe what you do during this step?

__________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? ___________hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ________________________________________________

What are your working hours on an average day? ______________________________________

Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

| Location 1 = ________________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________# ______   11. Item 11: ____________________# ______ |
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| 5. Item 5: ____________________# ____   25. Item 15: ____________________# ______ |
| 7. Item 7: ____________________# ____   27. Item 17: ____________________# ______ |
| 8. Item 8: ____________________# ____   18. Item 18: ____________________# ______ |
| 10. Item 10: ____________________# _____ 20. Item 20: ____________________# ______ |

| Location 2 = ________________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________# ______   11. Item 11: ____________________# ______ |
| 2. Item 2: ____________________# ____   12. Item 12: ____________________# ______ |
| 5. Item 5: ____________________# ____   25. Item 15: ____________________# ______ |
| 7. Item 7: ____________________# ____   27. Item 17: ____________________# ______ |
| 8. Item 8: ____________________# ____   18. Item 18: ____________________# ______ |
| 10. Item 10: ____________________# _____ 20. Item 20: ____________________# ______ |
STEP 4: _______________________________________

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: __________________________________________
Staff Role 2: __________________________________________
Staff Role 3: __________________________________________
Staff Role 4: __________________________________________
Staff Role 5: __________________________________________

Title (and Name) of Staff Role 1: __________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time? _________
Can you briefly describe what you do during this step?
____________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______ min
How many hours a day do you spend performing this activity? _________ hours
What percentage of the time is someone in your role engaged in this activity? _______%
How many days a week do you work? _____________________________________________
What are your working hours on an average day? ____________________________________
Do you have a (lunch) break during the day? _________ If yes, how long? _______________

Title (and Name) of Staff Role 2: __________________________
How many people have the same role as you at this facility? ________
How many people in this role are typically working at the same time? _________
Can you briefly describe what you do during this step?
____________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______ min
How many hours a day do you spend performing this activity? _________ hours
What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? ___________________________________________

What are your working hours on an average day? __________________________________

Do you have a (lunch) break during the day? __________ If yes, how long? ___________

Title (and Name) of Staff Role 3: ___________________________

How many people have the same role as you at this facility? ______

How many people in this role are typically working at the same time? ________

Can you briefly describe what you do during this step? ____________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? ________ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ___________________________________________

What are your working hours on an average day? __________________________________

Do you have a (lunch) break during the day? __________ If yes, how long? ___________

Title (and Name) of Staff Role 4: ___________________________

How many people have the same role as you at this facility? ______

How many people in this role are typically working at the same time? ________

Can you briefly describe what you do during this step? ____________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? ________ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ___________________________________________

What are your working hours on an average day? __________________________________

Do you have a (lunch) break during the day? __________ If yes, how long? ___________

Title (and Name) of Staff Role 5: ___________________________

How many people have the same role as you at this facility? ______

How many people in this role are typically working at the same time? ________
Can you briefly describe what you do during this step?
_____________________________________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? ____________hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ___________________________________________

What are your working hours on an average day? __________________________________

Do you have a (lunch) break during the day? __________ If yes, how long? ___________

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = ____________________________________________

List of equipment in this location
1. Item 1: ____________________#_________ 11. Item 11: ____________________#_________
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8. Item 8: ____________________#_________ 18. Item 18: ____________________#_________
10. Item 10: ____________________#_________ 20. Item 20: ____________________#_________

Location 2 = ____________________________________________

List of equipment in this location
1. Item 1: ____________________#_________ 11. Item 11: ____________________#_________
2. Item 2: ____________________#_________ 12. Item 12: ____________________#_________
5. Item 5: ____________________#_________ 15. Item 15: ____________________#_________
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8. Item 8: ____________________#_________ 18. Item 18: ____________________#_________
10. Item 10: ____________________#_________ 20. Item 20: ____________________#_________
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Who, from the staff is involved in this step?
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</table>

**Title (and Name) of Staff Role 1:** __________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? _______

Can you briefly describe what you do during this step?

_______________________________________________________________

On average, how long do you spend doing this activity for an average patient? ______ min

How many hours a day do you spend performing this activity? ______ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ________________________________

What are your working hours on an average day? __________________________

Do you have a (lunch) break during the day? ________ If yes, how long? __________

**Title (and Name) of Staff Role 2:** __________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? _______

Can you briefly describe what you do during this step?

_______________________________________________________________

On average, how long do you spend doing this activity for an average patient? ______ min

How many hours a day do you spend performing this activity? ______ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? __________________________________________
What are your working hours on an average day? __________________________________
Do you have a (lunch) break during the day? _______ If yes, how long? ______________

Title (and Name) of Staff Role 3: ___________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?___________
Can you briefly describe what you do during this step?_________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? ________ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? __________________________________________
What are your working hours on an average day? __________________________________
Do you have a (lunch) break during the day? _______ If yes, how long? ______________

Title (and Name) of Staff Role 4: ___________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?___________
Can you briefly describe what you do during this step?_________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? ________ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? __________________________________________
What are your working hours on an average day? __________________________________
Do you have a (lunch) break during the day? _______ If yes, how long? ______________

Title (and Name) of Staff Role 5: ___________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?___________
Can you briefly describe what you do during this step?
__________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______ min

How many hours a day do you spend performing this activity? __________ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ___________________________________________

What are your working hours on an average day? ____________________________________

Do you have a (lunch) break during the day? _______ If yes, how long? _____________

Part 2: The Place

Where does this Step take place?
Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____________________________

List of equipment in this location

1. Item 1: ________________ # __________
2. Item 2: ________________ # __________
3. Item 3: ________________ # __________
4. Item 4: ________________ # __________
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21. Item 21: ________________ # __________
22. Item 22: ________________ # __________
23. Item 23: ________________ # __________
24. Item 24: ________________ # __________
25. Item 25: ________________ # __________
26. Item 26: ________________ # __________
27. Item 27: ________________ # __________
28. Item 28: ________________ # __________
29. Item 29: ________________ # __________
30. Item 30: ________________ # __________
31. Item 31: ________________ # __________

Location 2 = _____________________________

List of equipment in this location

1. Item 1: ________________ # __________
2. Item 2: ________________ # __________
3. Item 3: ________________ # __________
4. Item 4: ________________ # __________
5. Item 5: ________________ # __________
6. Item 6: ________________ # __________
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Part A: The People

Who, from the staff is involved in this step?
Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)
Staff Role 1:______________________________________________
Staff Role 2:______________________________________________
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Staff Role 5:______________________________________________

Title (and Name) of Staff Role 1:___________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?___________
Can you briefly describe what you do during this step?
__________________________________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? _______hours
What percentage of the time is someone in your role engaged in this activity? ______%
How many days a week do you work? _________________________________
What are your working hours on an average day? _________________________________
Do you have a (lunch) break during the day? _________ If yes, how long? _____________

Title (and Name) of Staff Role 2:___________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?___________
Can you briefly describe what you do during this step?
__________________________________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? _______hours
What percentage of the time is someone in your role engaged in this activity? _____%  
How many days a week do you work? ____________________________________________  
What are your working hours on an average day? ____________________________________  
Do you have a (lunch) break during the day? _______ If yes, how long? _______________

**Title (and Name) of Staff Role 3:** ____________________________  
How many people have the same role as you at this facility? ________  
How many people in this role are typically working at the same time? ___________  
Can you briefly describe what you do during this step? ________________________________  
On average, how long do you spend doing this activity for an average patient? _______ min  
How many hours a day do you spend performing this activity? ________ hours  
What percentage of the time is someone in your role engaged in this activity? _____%  
How many days a week do you work? ____________________________________________  
What are your working hours on an average day? ____________________________________  
Do you have a (lunch) break during the day? _______ If yes, how long? _______________

**Title (and Name) of Staff Role 4:** ____________________________  
How many people have the same role as you at this facility? ________  
How many people in this role are typically working at the same time? ___________  
Can you briefly describe what you do during this step? ________________________________  
On average, how long do you spend doing this activity for an average patient? _______ min  
How many hours a day do you spend performing this activity? ________ hours  
What percentage of the time is someone in your role engaged in this activity? _____%  
How many days a week do you work? ____________________________________________  
What are your working hours on an average day? ____________________________________  
Do you have a (lunch) break during the day? _______ If yes, how long? _______________

**Title (and Name) of Staff Role 5:** ____________________________  
How many people have the same role as you at this facility? ________  
How many people in this role are typically working at the same time? ___________
Can you briefly describe what you do during this step?
__________________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? __________hours
What percentage of the time is someone in your role engaged in this activity? ______%
How many days a week do you work? ___________________________________________
What are your working hours on an average day? ___________________________
Do you have a (lunch) break during the day? ______ If yes, how long? _____________

Part 2: The Place

Where does this Step take place?
Probe: Is there any other place that this Step sometimes takes place?

| Location 1 = ________________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________ # 11. Item 11: ____________________ # |
| 2. Item 2: ____________________ # 12. Item 12: ____________________ # |
| 3. Item 3: ____________________ # 13. Item 13: ____________________ # |
| 4. Item 4: ____________________ # 14. Item 14: ____________________ # |
| 5. Item 5: ____________________ # 25. Item 15: ____________________ # |
| 7. Item 7: ____________________ # 27. Item 17: ____________________ # |
| 8. Item 8: ____________________ # 18. Item 18: ____________________ # |
| 10. Item 10: ____________________ # 20. Item 20: ____________________ # |

| Location 2 = ________________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________ # 11. Item 11: ____________________ # |
| 2. Item 2: ____________________ # 12. Item 12: ____________________ # |
| 3. Item 3: ____________________ # 13. Item 13: ____________________ # |
| 4. Item 4: ____________________ # 14. Item 14: ____________________ # |
| 5. Item 5: ____________________ # 25. Item 15: ____________________ # |
| 7. Item 7: ____________________ # 27. Item 17: ____________________ # |
| 8. Item 8: ____________________ # 18. Item 18: ____________________ # |
| 10. Item 10: ____________________ # 20. Item 20: ____________________ # |
STEP 7: _______________________________________

Part A: The People

Who, from the staff is involved in this step?
*Probe: Is there anyone else normally involved? Are there any variations in staff?*

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: ____________________________________________
Staff Role 2: ____________________________________________
Staff Role 3: ____________________________________________
Staff Role 4: ____________________________________________
Staff Role 5: ____________________________________________

**Title (and Name) of Staff Role 1:** ____________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?________
Can you briefly describe what you do during this step?
__________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? _________ hours
What percentage of the time is someone in your role engaged in this activity? ________% 
How many days a week do you work? ________________________________
What are your working hours on an average day? ________________________________
Do you have a (lunch) break during the day? _________ If yes, how long? _____________

**Title (and Name) of Staff Role 2:** ____________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time?________
Can you briefly describe what you do during this step?
__________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______min
How many hours a day do you spend performing this activity? _________ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? ___________________________________________
What are your working hours on an average day? __________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 3: __________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time? ________
Can you briefly describe what you do during this step? ____________________________
On average, how long do you spend doing this activity for an average patient? ______min
How many hours a day do you spend performing this activity? _______ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? ___________________________________________
What are your working hours on an average day? _________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 4: __________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time? ________
Can you briefly describe what you do during this step? ____________________________
On average, how long do you spend doing this activity for an average patient? ______min
How many hours a day do you spend performing this activity? _______ hours
What percentage of the time is someone in your role engaged in this activity? _____%
How many days a week do you work? ___________________________________________
What are your working hours on an average day? _________________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Title (and Name) of Staff Role 5: __________________________
How many people have the same role as you at this facility? ______
How many people in this role are typically working at the same time? ________
Can you briefly describe what you do during this step?

__________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______ min

How many hours a day do you spend performing this activity? ___________ hours

What percentage of the time is someone in your role engaged in this activity? ______% 

How many days a week do you work? ___________________________________________

What are your working hours on an average day? __________________________________

Do you have a (lunch) break during the day? ________ If yes, how long? ___________

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____________________________

List of equipment in this location

1. Item 1: ____________________#_________   11. Item 11: ____________________#_________
2. Item 2: ____________________#_________   12. Item 12: ____________________#_________
5. Item 5: ____________________#_________   15. Item 15: ____________________#_________
7. Item 7: ____________________#_________   17. Item 17: ____________________#_________
8. Item 8: ____________________#_________   18. Item 18: ____________________#_________
10. Item 10: ____________________#_________  20. Item 20: ____________________#_________

Location 2 = _____________________________

List of equipment in this location

1. Item 1: ____________________#_________   11. Item 11: ____________________#_________
2. Item 2: ____________________#_________   12. Item 12: ____________________#_________
5. Item 5: ____________________#_________   15. Item 15: ____________________#_________
7. Item 7: ____________________#_________   17. Item 17: ____________________#_________
8. Item 8: ____________________#_________   18. Item 18: ____________________#_________
10. Item 10: ____________________#_________  20. Item 20: ____________________#_________
STEP 8: ______________________________________

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

| Staff Role 1: | ________________________________ |
| Staff Role 2: | ________________________________ |
| Staff Role 3: | ________________________________ |
| Staff Role 4: | ________________________________ |
| Staff Role 5: | ________________________________ |

Title (and Name) of Staff Role 1: ________________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? _______

Can you briefly describe what you do during this step?

__________________________________________________

On average, how long do you spend doing this activity for an average patient? _______ min

How many hours a day do you spend performing this activity? _______ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ________________________________

What are your working hours on an average day? ________________________________

Do you have a (lunch) break during the day? _______ If yes, how long? _______

Title (and Name) of Staff Role 2: ________________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? _______

Can you briefly describe what you do during this step?

__________________________________________________

On average, how long do you spend doing this activity for an average patient? _______ min

How many hours a day do you spend performing this activity? _______ hours
What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? ________________________________________________

What are your working hours on an average day? ______________________________________

Do you have a (lunch) break during the day? ______ If yes, how long? _______________

Title (and Name) of Staff Role 3: ____________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? ________

Can you briefly describe what you do during this step?

__________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? _______hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ________________________________________________

What are your working hours on an average day? ______________________________________

Do you have a (lunch) break during the day? ________ If yes, how long? _______________

Title (and Name) of Staff Role 4: ____________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? ________

Can you briefly describe what you do during this step?

__________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? _______hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ________________________________________________

What are your working hours on an average day? ______________________________________

Do you have a (lunch) break during the day? ________ If yes, how long? _______________

Title (and Name) of Staff Role 5: ____________________________

How many people have the same role as you at this facility? _______

How many people in this role are typically working at the same time? ________
Can you briefly describe what you do during this step?

_________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______ min

How many hours a day do you spend performing this activity? _______ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ___________________________________________

What are your working hours on an average day? ____________________________________

Do you have a (lunch) break during the day? _______ If yes, how long? ____________

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____________________________

List of equipment in this location

  1. Item 1: __________________#________  11. Item 11: __________________#________
  2. Item 2: __________________#________  12. Item 12: __________________#________
  5. Item 5: __________________#________  25. Item 15: __________________#________
  7. Item 7: __________________#________  27. Item 17: __________________#________
  8. Item 8: __________________#________  18. Item 18: __________________#________
 10. Item 10: __________________#________ 20. Item 20: __________________#________

Location 2 = _____________________________

List of equipment in this location

  1. Item 1: __________________#________  11. Item 11: __________________#________
  2. Item 2: __________________#________  12. Item 12: __________________#________
  5. Item 5: __________________#________  25. Item 15: __________________#________
  7. Item 7: __________________#________  27. Item 17: __________________#________
  8. Item 8: __________________#________  18. Item 18: __________________#________
 10. Item 10: __________________#________ 20. Item 20: __________________#________
STEP 9: _______________________________________

Part A: The People

Who, from the staff is involved in this step?
_Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)
Staff Role 1: _______________________________________
Staff Role 2: _______________________________________
Staff Role 3: _______________________________________ 
Staff Role 4: _______________________________________ 
Staff Role 5: _______________________________________

Title (and Name) of Staff Role 1: __________________________
How many people have the same role as you at this facility? _______
How many people in this role are typically working at the same time? _______
Can you briefly describe what you do during this step?
__________________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______ min
How many hours a day do you spend performing this activity? _______ hours
What percentage of the time is someone in your role engaged in this activity? ______%
How many days a week do you work? _________________________________
What are your working hours on an average day? ___________________________
Do you have a (lunch) break during the day? ________ If yes, how long? ________

Title (and Name) of Staff Role 2: __________________________
How many people have the same role as you at this facility? _______
How many people in this role are typically working at the same time? _______
Can you briefly describe what you do during this step?
__________________________________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______ min
How many hours a day do you spend performing this activity? _______ hours
<table>
<thead>
<tr>
<th>Role</th>
<th>Title (and Name)</th>
<th>How many people have the same role as you at this facility?</th>
<th>How many people in this role are typically working at the same time?</th>
<th>Can you briefly describe what you do during this step?</th>
<th>On average, how long do you spend doing this activity for an average patient?</th>
<th>How many hours a day do you spend performing this activity?</th>
<th>What percentage of the time is someone in your role engaged in this activity?</th>
<th>How many days a week do you work?</th>
<th>What are your working hours on an average day?</th>
<th>Do you have a (lunch) break during the day?</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>___________________________</td>
<td>______</td>
<td>______</td>
<td>___________</td>
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</tr>
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</tr>
<tr>
<td>5</td>
<td>___________________________</td>
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<td>______</td>
<td>___________</td>
<td></td>
<td></td>
<td>______</td>
<td>______</td>
<td>___________________________</td>
<td></td>
</tr>
</tbody>
</table>
Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _______ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? ______________________________________

What are your working hours on an average day? ____________________________________

Do you have a (lunch) break during the day? _______ If yes, how long? ______________

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

| Location 1 = _____________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________#_________ | 11. Item 11: ____________________#_________ |
| 2. Item 2: ____________________#_________ | 12. Item 12: ____________________#_________ |
| 5. Item 5: ____________________#_________ | 15. Item 15: ____________________#_________ |
| 7. Item 7: ____________________#_________ | 17. Item 17: ____________________#_________ |
| 8. Item 8: ____________________#_________ | 18. Item 18: ____________________#_________ |
| 10. Item 10: ____________________#_________ | 20. Item 20: ____________________#_________ |

| Location 2 = _____________________________ |
| List of equipment in this location |
| 1. Item 1: ____________________#_________ | 11. Item 11: ____________________#_________ |
| 2. Item 2: ____________________#_________ | 12. Item 12: ____________________#_________ |
| 5. Item 5: ____________________#_________ | 15. Item 15: ____________________#_________ |
| 7. Item 7: ____________________#_________ | 17. Item 17: ____________________#_________ |
| 8. Item 8: ____________________#_________ | 18. Item 18: ____________________#_________ |
| 10. Item 10: ____________________#_________ | 20. Item 20: ____________________#_________ |
Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: ______________________________________________
Staff Role 2: ______________________________________________
Staff Role 3: ______________________________________________
Staff Role 4: ______________________________________________
Staff Role 5: ______________________________________________

Title (and Name) of Staff Role 1: _____________________________
How many people have the same role as you at this facility? _______
How many people in this role are typically working at the same time?_________
Can you briefly describe what you do during this step?
_____________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______ min
How many hours a day do you spend performing this activity? ________ hours
What percentage of the time is someone in your role engaged in this activity? _____% 
How many days a week do you work? ______________________________
What are your working hours on an average day? ______________________________
Do you have a (lunch) break during the day? ________ If yes, how long? _____________

Title (and Name) of Staff Role 2: _____________________________
How many people have the same role as you at this facility? _______
How many people in this role are typically working at the same time?_________
Can you briefly describe what you do during this step?
_____________________________________________________________
On average, how long do you spend doing this activity for an average patient? _______ min
How many hours a day do you spend performing this activity? ________ hours
<table>
<thead>
<tr>
<th>Title (and Name) of Staff Role 3</th>
<th>__________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many people have the same role as you at this facility?</td>
<td>______</td>
</tr>
<tr>
<td>How many people in this role are typically working at the same time?</td>
<td>______</td>
</tr>
<tr>
<td>Can you briefly describe what you do during this step?</td>
<td>__________________________</td>
</tr>
<tr>
<td>On average, how long do you spend doing this activity for an average patient?</td>
<td>______ min</td>
</tr>
<tr>
<td>How many hours a day do you spend performing this activity?</td>
<td>______ hours</td>
</tr>
<tr>
<td>What percentage of the time is someone in your role engaged in this activity?</td>
<td>______ %</td>
</tr>
<tr>
<td>How many days a week do you work?</td>
<td>__________________________</td>
</tr>
<tr>
<td>What are your working hours on an average day?</td>
<td>__________________________</td>
</tr>
<tr>
<td>Do you have a (lunch) break during the day?</td>
<td>______ If yes, how long?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Title (and Name) of Staff Role 4</th>
<th>__________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many people have the same role as you at this facility?</td>
<td>______</td>
</tr>
<tr>
<td>How many people in this role are typically working at the same time?</td>
<td>______</td>
</tr>
<tr>
<td>Can you briefly describe what you do during this step?</td>
<td>__________________________</td>
</tr>
<tr>
<td>On average, how long do you spend doing this activity for an average patient?</td>
<td>______ min</td>
</tr>
<tr>
<td>How many hours a day do you spend performing this activity?</td>
<td>______ hours</td>
</tr>
<tr>
<td>What percentage of the time is someone in your role engaged in this activity?</td>
<td>______ %</td>
</tr>
<tr>
<td>How many days a week do you work?</td>
<td>__________________________</td>
</tr>
<tr>
<td>What are your working hours on an average day?</td>
<td>__________________________</td>
</tr>
<tr>
<td>Do you have a (lunch) break during the day?</td>
<td>______ If yes, how long?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Title (and Name) of Staff Role 5</th>
<th>__________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many people have the same role as you at this facility?</td>
<td>______</td>
</tr>
<tr>
<td>How many people in this role are typically working at the same time?</td>
<td>______</td>
</tr>
</tbody>
</table>
Can you briefly describe what you do during this step?
__________________________________________________________________________________

On average, how long do you spend doing this activity for an average patient? _______min

How many hours a day do you spend performing this activity? _________ hours

What percentage of the time is someone in your role engaged in this activity? ______%

How many days a week do you work? ________________________________

What are your working hours on an average day? ________________________________

Do you have a (lunch) break during the day? ________ If yes, how long? ____________

Part 2: The Place

Where does this Step take place?
Probe: Is there any other place that this Step sometimes takes place?

Location 1 = ________________________________

List of equipment in this location
1. Item 1: ____________________#_________
2. Item 2: ____________________#_________
3. Item 3: ____________________#_________
4. Item 4: ____________________#_________
5. Item 5: ____________________#_________
6. Item 6: ____________________#_________
7. Item 7: ____________________#_________
8. Item 8: ____________________#_________
9. Item 9: ____________________#_________
10. Item 10: ____________________#_________
11. Item 11: ____________________#_________
12. Item 12: ____________________#_________
13. Item 13: ____________________#_________
14. Item 14: ____________________#_________
15. Item 15: ____________________#_________
16. Item 16: ____________________#_________
17. Item 17: ____________________#_________
18. Item 18: ____________________#_________
19. Item 19: ____________________#_________
20. Item 20: ____________________#_________
21. Item 21: ____________________#_________
22. Item 22: ____________________#_________
23. Item 23: ____________________#_________
24. Item 24: ____________________#_________
25. Item 25: ____________________#_________
26. Item 26: ____________________#_________
27. Item 27: ____________________#_________

Location 2 = ________________________________

List of equipment in this location
1. Item 1: ____________________#_________
2. Item 2: ____________________#_________
3. Item 3: ____________________#_________
4. Item 4: ____________________#_________
5. Item 5: ____________________#_________
6. Item 6: ____________________#_________
7. Item 7: ____________________#_________
8. Item 8: ____________________#_________
9. Item 9: ____________________#_________
10. Item 10: ____________________#_________
11. Item 11: ____________________#_________
12. Item 12: ____________________#_________
13. Item 13: ____________________#_________
14. Item 14: ____________________#_________
15. Item 15: ____________________#_________
16. Item 16: ____________________#_________
17. Item 17: ____________________#_________
18. Item 18: ____________________#_________
19. Item 19: ____________________#_________
20. Item 20: ____________________#_________