Right First Time

These questions are designed to understand how the work and activities associated with taking a blood sample usually occurs within the workplace. This interview does not intend to test your understanding of relevant policies or procedures, nor assess your competency; the interviewers are non-clinical and have no experience in taking blood.

1. How do you usually take a blood sample?
   a. Does everyone do it in the same way as you?

2. How do you know that blood sampling should take place/be completed for a patient?
   a. What do you receive that indicates you need to undertake this activity?
   b. When does blood sampling usually takes place?
   c. Does the timing of this prompt/information impact the time pressure associated with blood sampling?
   d. Do you have enough time/Are there times when you need to hurry?
   e. Give some examples of when that happens.
   f. What may the reasons be for that?
   g. What do you do if you have to hurry?

3. How do you prepare for taking blood?
   a. Would you get any documents before commencing this activity?
   b. Are the documents, etc., that you need usually in place?
   c. What happens if something is missing (document, equipment, staff)?
   d. Does this happens often / regularly?
   e. What do you then do?
   f. What information or forms need to be completed?
   g. What happens if you do not have the time or information needed to complete them?
   h. Does this happen often what do you do if you have to hurry?
4. What has to happen or be documented before you can commence taking a blood sample?
   a. Is that usually in place? ‘If not, what do you do?’
   b. Do you have to document anything?

5. What do you take for granted either when preparing or completing blood sampling activities?

6. What do you need to know to take a blood sample?
   a. How have you learned that?
   b. Do people do it in different ways?

7. Do you ever have to adjust the way you complete blood sampling?
   a. How do you adjust the way you do blood sampling?
   b. Can you provide an example?
   c. How do you know when and how to adjust your work?
   d. When does that happen?

8. How do you identify the patient?
   a. Are there different ways of doing that?
   b. Can you give an example?

9. What do you typically do if you are interrupted in taking the blood sample (for whatever reason)?
   a. What do you typically do if you are unable to complete taking the sample, such as when something (or someone) is missing?

10. How do the working conditions vary?
    a. Does this happen often?
    b. What do you do then?

11. Are staffing levels stable?
    a. What do you do if there is staff shortage because of holidays (or the flu, etc.)?
b. Are staff levels usually adequate?’

c. What do you do if they are inadequate?

d. How often are staffing levels reviewed?

e. Who is responsible for that?

12. Which conditions / factors that may make it difficult to take a blood sample. Do these ever become the norm?