

**Appendix 1: Web-based SenseMaker® survey**

The survey was captured in the SenseMaker® patented software.

Whilst showing a new colleague around in the EC, you are interrupted to assist with a challenging situation. When you touch base with the colleague later, they ask how often these types of challenging situations arise and what they should do.

What experience would you share with them that demonstrates the type of challenges that people in this EC deals with? Refer to the difference between normal and challenging situations and how the team responds.

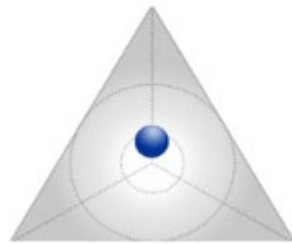
**Please enter your story here:**

**Please provide a title for your story.**

The following questions will use a series of triangles with words at each corner. Please place a dot closest to the position that you feel best represents your story. The closer you place the dot to the word (s), the closer the match with your story. Placing the dot in the middle of the triangle, equal distances from the corners, indicates that all three elements are equally represented in the story. Thinking about the story that you just shared, please answer the following questions

**In your story, during the crisis in the EC the role of the manager was to ...**

Secure the right resources

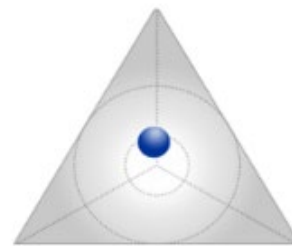


Guide and lead the EC team

Coordinate with the sources outside of the EC

**In your story, you were most hampered by**

Information

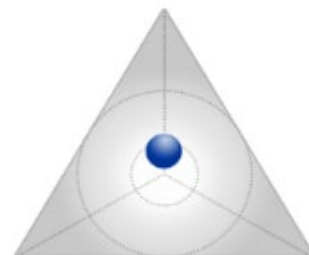


Support

Power to influence

**In your story, it was best to do things based on ...**

Following the rules and policies

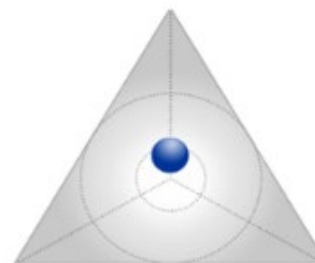


What worked before

What the situation needed

**In your story, uncertainty came from**

Incomplete Information

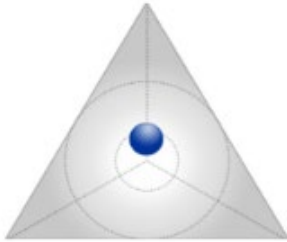


Inadequate understanding

Unclear perspectives

**In your story, people acted based on**

Intuition

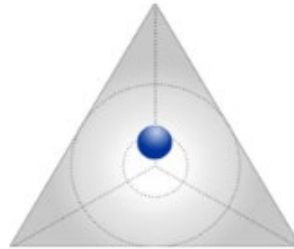


Experience and training

The orders given

**In your story, the decision was most influenced by**

Consensus amongst team

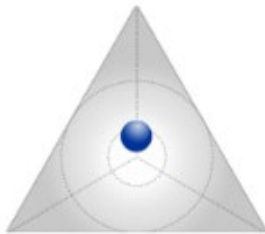


Guidelines and rules

An authority figure

**In situations like your story, when information and explanation do not match, it is best to ...**

Live with the difference

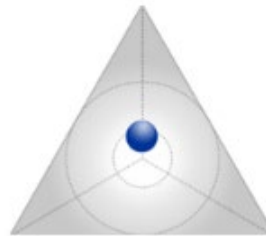


Check and reinterpret information

Look for additional information

**In situations like this, people are more likely to express concern when ..**

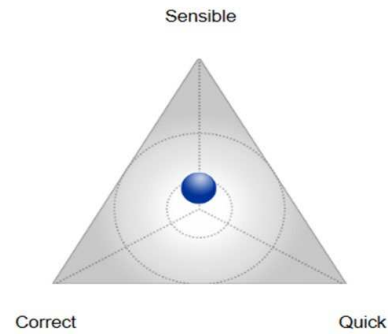
You disagree with the decision



You are unsure about what's going on

You notice something worrying

In your story, the pressure was on doing something that was ...



The following questions will use a series of bars with a word at each end. Please move the dot to the position that you feel best represents your story. The closer you move your dot to the words, the more it matches with your story. Moving the dot to the middle of the bar indicates that both elements are equally represented in the story.

In your story, the consequences of the decisions that had to be made in the EC were ...



The availability of the required information was ...



In your story, people in the EC trusted each other ...



In your story the best way to communicate was ...

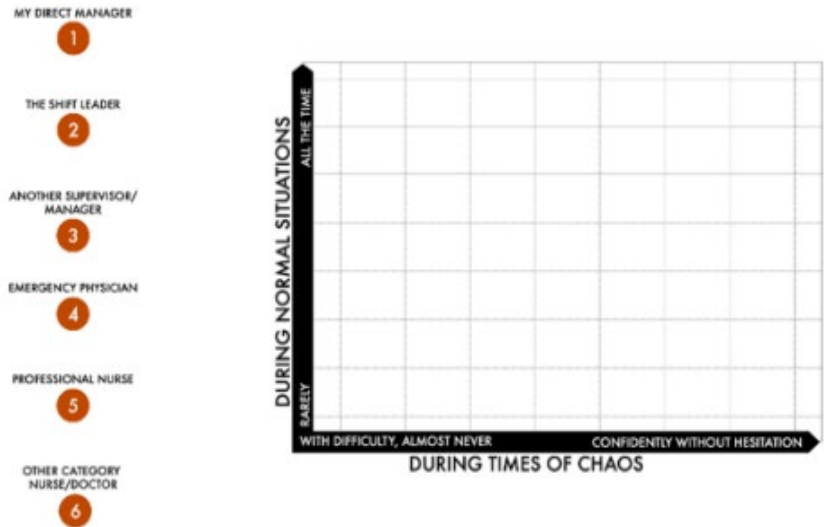


In situations like these, our EC functions like ...



If you had to place each of the following people on the canvas, where on the canvas would you place them to show who at work you would share your concerns with.

There is only one space per person, if a person does not apply, do not place them on the canvas.



Looking back at the incident now, you feel ...

Strongly Positive
Positive
Neutral
Negative
Strongly Negative

Your role in the story was ...

I act as the link between different groups
I controlled the flow of information
I watched from the sideline
I took action and followed orders
I raised the alarm and made people aware
I took decisions that impacted on the outcome

Working in EC is like ...

What is your role in the EC? (Tick more than one if applicable)

- Enrolled Nursing Assistant
- Medical Officer
- Shift leader
- Enrolled Nurse
- Consultant/Emergency Physician
- Professional Nurse
- Manager

What is the highest level of education that you have achieved? (tick more than one if applicable)

- MBChB
- DipPEC
- MMed (Emergency Medicine)
- Professional Nurse with postgrad dip in ICU or EC
- Professional Nurse
- Enrolled Nurse (Staff Nurse)
- Enrolled Nurse Auxiliary (Nurse Assistant)
- Management course that lasted more than 6 months
- Management course that lasted less than 6 months

How long have you worked in EC (overall)?

How long have you worked in the EC where you are currently working?

_____
Less than 6 months More than 6 months but less than a year One year to 5 years More than 5 years, but less than 10 years More than 10 years

_____
Less than 6 months More than 6 months but less than a year One year to 5 years More than 5 years, but less than 10 years More than 10 years