

## **Appendices**

### **Appendice A :**

#### **Interview Guide for Clinical Stakeholders' Response to Technological Advancements (TPI<sup>2</sup> Project)**

##### **Introduction:**

"First, thank you for taking the time to speak with me. As part of my master's thesis in Management at UCLouvain, I am conducting a study on the following issue: 'How are clinical stakeholders responding to technological advancements and their consequences for healthcare delivery?' Specifically, I am examining the case of the Saint-Luc University Clinics and the TPI<sup>2</sup> project. The questions in this interview focus on your experiences and insights regarding this topic."

"I will be conducting interviews with a variety of stakeholders, including doctors, nurses, technologists, secretaries, and transporters, to gather a comprehensive understanding of the impact of these technological advancements."

##### **Presentation of the Interviewee:**

1. Could you please start by briefly introducing yourself?
2. What educational background do you have? Can you tell me about your professional career?

##### **Role within the Saint-Luc University Clinics:**

3. Can you describe your role at the Saint-Luc University Clinic and how long you have been in this position?
4. Are you the first person to hold this position, or have there been predecessors?
5. Has your role evolved since you first joined the clinic?

##### **Experience with Digital Technologies (TPI<sup>2</sup> Project):**

6. What tools or digital systems related to the TPI<sup>2</sup> project do you regularly use in your work?
7. How do you feel about the introduction of these digital technologies in your daily tasks?
8. What challenges or obstacles have you encountered with the new digital technologies introduced by the TPI<sup>2</sup> project?

##### **Training and Support:**

9. Have you received any training on the digital technologies implemented as part of the TPI<sup>2</sup> project? If so, how would you evaluate this training?
10. What additional support or training do you think is necessary to better adapt to the digital technologies of the TPI<sup>2</sup> project?

**Impact on Work and Patient Care:**

11. How have the digital technologies of the TPI<sup>2</sup> project affected your workflow and efficiency?
12. Do you believe these technologies have improved or hindered the quality of patient care? Can you explain how?

**Recommendations and Future Vision:**

13. What recommendations would you make to improve the implementation of digital technologies within the TPI<sup>2</sup> project?
14. In your view, how do the values and vision of the clinic's leadership reflect the digitalization efforts of the TPI<sup>2</sup> project?
15. Do you think the profiles of the leaders align with the digital practices being implemented in this project?

**General Human Resources (HR) Practices:**

16. How would you describe the HR practices at Saint-Luc University Clinics in relation to the TPI<sup>2</sup> project?
17. What are the main strengths and weaknesses of these HR practices, particularly concerning digital transformation?
18. Have you discussed these weaknesses with the leadership? If so, what was their response?
19. How are decisions regarding HR practices and digitalization made and implemented within the clinic?

**Conclusion:**

20. What aspects of your role do you think are well established, and what areas still need improvement, especially in the context of digital transformation?

"Thank you for your time and insights. Your contributions are invaluable to my research."