

Appendix S1. Interview Guide

Interview Guide

Research Question: *What are the perspectives of the local health care providers regarding short-term surgical missions to HAH in Port-au-Prince, Haiti?*

Participant # _____

Demographic Information:

Age _____ Gender _____ Years @HAH _____

of teams worked with _____

Job title _____

Perspectives on volunteer teams:

How do you feel when you find out a volunteer team is arriving?

Do you know in advance or is it a surprise?

Could you describe the best experience you had working with a team?

Could you describe the worst experience you had working with a team?

What types of differences have you noticed between teams?

In your opinion what do you like most about volunteer teams?

What do you like least about volunteer teams?

How do the American teams compare to teams from other countries?

Change in job description:

Could you tell me about a typical workday when a visiting team is at the hospital.

How is it different from your workday without a team? (hrs. worked)

Effect on patient care:

What do you think about the quality of care given to patients during volunteer missions?

Could you give an example?

How well do patients' understand instructions from volunteers? Can you think of an example? (How can this be improved?)

If you were in charge, what advice would you give volunteers to improve the patient's experience?

Staff interaction:

Think back to an interaction you had with a volunteer team. Could you describe that experience?

If you were in charge, what changes would you make to improve relations with volunteers?

In your opinion do volunteer teams add stress to your work or make it easier? Please explain?

Do you communicate with volunteers after they leave? Would you like to? What would be a good way to communicate?

Effect on healthcare system:

What effect do volunteer teams have on access to care for poor patients?

Some people think volunteer teams take patients away from local doctors. What effect do you think the teams have on local doctors?

What effects do teams have on the community around the hospital?

I want to remind you that everything you say is completely confidential and your identity will not be revealed to anyone

Have you ever felt intimidated by volunteers? Could you please give an example?

Do you feel included or ignored when volunteers carry out their work? Could you give an example?

Suggestions:

If you were in charge of the hospital, what advice would you give to volunteer teams planning to visit?

From your perspective, do you think the hospital should continue hosting volunteer teams? Please explain why or why not.

Is there anything we missed that you would like to add or discuss?