

Supplementary Material

Experiences of peer messengers as part of a professional accountability culture change program to reduce unprofessional behaviour: a cross-sectional study across eight hospitals

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Online supplementary material 1

Pathway	Behaviours that undermine staff or patient safety reported in Ethos reporting tool	Behaviours that breach the code of conduct or HR policies and procedures to be reported to line manager or Human Resources
When to use it	For behaviours that are perceived to undermine staff or patient safety or wellbeing and the individual is unable to speak up at the time or discuss with their line Manager	For serious misconduct or notifiable incidents
Examples	Behaviours that may: <ul style="list-style-type: none"> • Interfere with our ability to achieve excellence • Be inconsistent with our Values • Create intimidating, offensive or unsafe work environments • Undermine or be inconsistent with effective teamwork • Contravene our agreed policies and procedures including safety checks and processes 	<ul style="list-style-type: none"> • Notifiable incidents • Sexual harassment either physical or verbal • Destruction of property • Making threats • Direct patient harm requiring escalation of care • Theft
Response	Response determined by the Ethos accountability pathway and may include: Non-disciplinary intervention: <ul style="list-style-type: none"> • “Ethos” message from Ethos messenger • “Alert” conversation with manager Disciplinary process: <ul style="list-style-type: none"> • Investigation • Behaviour management plan • Written warnings • Suspension • Dismissal 	Response outlined in the Human Resources discipline policy

Pathways for reporting unsafe behaviour

Ethos Messenger Survey

Demographics

At which hospital do you (or did you) serve as an Ethos messenger?

*St Vincent's Public Hospital Melbourne
St Vincent's Private Hospital Melbourne
St Vincent's Public Hospital Network Sydney (including St Joseph's)
St Vincent's Private Hospital Sydney
Mater Hospital North Sydney
St Vincent's Private Hospital Brisbane
St Vincent's Private Hospital Northside
St Vincent's Private Hospital Toowoomba*

How long have you been at this hospital?

Less than 1; year 1-2 years; 3-5 years; 6-10 years; 11-20 years; Over 20 years

What is your main work role?

Medical; Nursing; Allied Health & Clinical Services; Non-clinical Services; Management & Administrative

How long have you worked in the healthcare sector?

Less than 1 year; 1-2 years; 3-5 years; 6-10 years; 11-20 years; Over 20 years

Are you currently an Ethos messenger?

*Yes, I am currently an Ethos messenger
No, I was previously an Ethos messenger*

How long have you been an Ethos messenger?

Less than 3 months; 3-6 months; 6-12 months; More than 12 months

How long did you serve as an Ethos messenger for?

Less than 3 months; 3-6 months; 6-12 months; More than 12 months

Why did you agree to be an Ethos messenger?

[open ended question]

Experience of being an Ethos messenger

Please rate your agreement with the following statements about your role as an Ethos messenger:

Response options:

*Strongly disagree
Somewhat disagree
Neither disagree nor agree
Somewhat agree*

Strongly agree

1. My responsibilities as an Ethos messenger are clearly defined
2. I have access to the support I need to fulfill my Ethos messenger role
3. I have the skills needed to carry out the Ethos messenger role successfully
4. I am satisfied with the Ethos messenger training I have received
5. Hospital management is committed to the success of the Ethos program

Approximately how many Ethos *feedback for reflection* messages have you delivered (or did you deliver) as an Ethos messenger?

None so far; 1 – 5; 6 – 10; 10 – 20; More than 20

I am able to deliver the Ethos *feedback for reflection* messages in a timely fashion

Always; Most of the time; About half the time; Sometimes; Never

The recipients of Ethos *feedback for reflection* messages are receptive to the message that is delivered

Always; Most of the time; About half the time; Sometimes; Never

Please rate your agreement with the following statements:

Response options:

Strongly disagree
Somewhat disagree
Neither disagree nor agree
Somewhat agree
Strongly agree

1. The Ethos message triage system is effective in ensuring the feedback I am asked to deliver is appropriate and meaningful
2. I have enough time to carry out the Ethos messenger role effectively
3. My role as an Ethos messenger has negatively impacted my relationship with colleagues/other hospital staff
4. There is sufficient follow-up and support available for recipients of Ethos messages

Please rate your agreement with the following statements:

Response options:

Strongly disagree
Somewhat disagree
Neither disagree nor agree
Somewhat agree
Strongly agree

1. I am satisfied with the way the Ethos program is being managed at my hospital
2. Being an Ethos messenger has increased my awareness of unprofessional behaviours in the workplace
3. The Ethos program will lead to a decrease in unprofessional behaviour in my hospital

4. I would recommend being an Ethos messenger to colleagues
5. I feel valued for being an Ethos messenger

What is the most challenging aspect of the Ethos messenger role?

[open ended question]

What is the most rewarding aspect of the Ethos messenger role?

[open ended question]

What, if anything, would you change about the Ethos program?

[open ended question]