

China Outpatient Project 中国门诊项目

DD 日	MM 月	YYYY 年	Hospital Info. 医院信息	
			Class 等级	Dept. 科室
Place: Shanghai/ Beijing 位置: 上海/北京				

INTERVIEW DETAILS 访问细节	
Interviewee: 被访者:	
Contact Info: 联络方式:	
Job Title/Role/Bio: 职位/角色/生平:	Hospital Director Nurse Outpatient 门诊护理部主任
Why Interview 访问目的	<i>To understand the medication delivery system in China Hospital Chemotherapy/Paediatric/ General Outpatient as it exists and identify its high level unmet needs.</i> 了解中国现有医院化疗/儿科/普通门诊的给药系统和流程, 以及从高层次来明确尚未得到满足的需求。
Interview Highlights: 访问亮点:	
Conclusions/Follow-up: 总结/后续:	

Interview Introduction

访问简介

Thanks for agreeing to talk to us. Today our discussion will focus around the outpatient ecosystem of medication delivery system in China Hospital Outpatient

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Chemotherapy/Paediatric/ General and the important role that you play in it. Specifically, we hope to understand the challenges and concerns you face in your job and gauge your opinion on the current situation. May we audio record this interview strictly for note-taking purposes? Our conversation will be kept confidential and only be used for internal use. Thank you.

感谢您接受我们的访问。今天将主要讨论中国医院门诊化疗／儿科／普通门诊的给药系统和流程，以及您从中扮演的重要角色。希望重点了解您工作中的挑战与担忧，以及您对目前状况的相关看法。仅出于记录考虑，能否将此次访谈录音？我们的谈话将保密，仅供内部使用。谢谢。

1. Interviewee background, hospital statistics, and general questions (*obtain as much info from xx China sales team beforehand*)

被访者的背景、医院数据以及一般问题（事先尽可能多地从BD中国销售团队处拿到相关信息）

- How many years of experience do you have in the field of clinical care?
您在临床护理方面有多少年的从业经验？
- How large is your department (in beds)?
您科室的规模？（床位数）
- Please describe your current role?
描述您现在的职位角色？
- What are your responsibilities in your current role?
您目前的职责有哪些？
- How long have you been in your current role?
您担任现在的职位已有多长时间？
- Apart from your core responsibilities, what else do you do as a part of your job?
除了核心职责，您的工作还包含哪些方面？

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2. Clinical and background

临床及背景

- On average, how many outpatient visits per month do you have in your hospital; and what percentage of outpatients receives IV infusion?
医院每月平均接诊多少门诊病人? 门诊输液病人的比重是多少?
- What are the top 5 disease profiles of *Chemotherapy/Paediatric/ General* infusion?
门诊化疗/儿科/普通输液情况下, 最常见的 5 种病症是什么?

Probe into: 探究:

- Are the diseases characterised by seasons (winter, summer etc.)

以上病症是否具有季节性 (如冬夏的差异)

- What treatments (i.e. infusion, injection, oral medication) do patient commonly receive in the outpatient *Chemotherapy/Paediatric/ General*?
门诊化疗/儿科/普通门诊病人的常用治疗方式是什么 (如输液、注射、口服药)?

Probe into:

探究:

- What percentage of treatment is infusion vs non-infusion (*non-infusion such as oral medication, injection etc.*)?

输液 vs 非输液治疗的比重是多少 (非输液治疗包含口服药、注射等)?

- Can patient indicate their preference?

病人能否指明其偏好的治疗方式?

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3. Challenges and concerns

挑战及担忧

- In relation to current practice of outpatient *Chemotherapy/Paediatric/ General* infusion in your hospital what are the 3 main areas that always make you worry? Why?
鉴于您医院目前的门诊化疗/儿科/普通门诊输液工作，哪3个方面一直让您感到担忧原因如何?
- Specifically to chemotherapy, are there any specific concerns regarding the toxicity of drugs – right from prescription, preparation, dispensing, infusion and disposal? How different are they from general infusion products?
针对化疗药物的毒性而言，您有没有具体的忧虑—从处方、备药、配药、输液到后续处理？化疗输液-药物和一般输液药物有多大区别？
- How would you prioritize the following for your hospital in the next 3 years?
未来3年内，请为您的医院就以下工作按重要程度排序：
 - a. Patient safety (Medication errors, HAI, BSI)
病人安全（用药失误，医疗相关感染/医院感染，血流感染）
 - b. Reimbursement
保险报销
 - c. Capital improvements (replacement of aging technology)
设备改善（淘汰陈旧科技）
 - d. Cost-reduction and operational efficiency
降低成本及提高运营效率
 - e. Patient experience/satisfaction
病人体验/满意度
 - f. Revenue cycle management (charge capture, revenue recovery)
医院营收周期管理（收费款项的落实回笼，创造营收）
- What % of the annual budget is allocated to these priorities?
以上各项工作的预算占年度总预算的百分之几？
- At a high level, what are you doing to improve the way that medications are currently administered in your institution?
从宏观层面来看，如何才能提升医院现有的药物管理体系？

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4. Vision

愿景

- What would you expect to be the top 3-5 macro trends that are likely to impact your outpatient *Chemotherapy/Paediatric/ General* department over the (a) next 2-3 years and (b) over next 5 years?
未来 2-3 年内，有哪 3-5 个宏观趋势可能会影响到医院的门诊化疗／儿科／普通门诊工作？未来 5 年内呢？
- If you are able to make changes to the current practices, procedures or you would like to have certain type of products, what would they be? Why?
如果您可以对当前的工作、流程作出改变，或者您想要某些医疗产品，您会怎么做？理由是什么？
- Do you benchmark your institution against peers? What variables do you typically benchmark against?
您将所在的医院和其他医院做对比吗？有哪些典型变量？
- What are the main internal and external driving forces that are likely to be the focus in the next few years?
在未来几年内，主要的内部和外部驱动力是什么？
 - a. Economic forces – reimbursement impact, drug prices
经济因素—保险报销的影响，药物价格
 - b. Workforce availability/shortage
人力资源的可得性／短缺
 - c. Product/drug shortage
医疗产品／药物短缺
- In summary what will the outpatient of the future look like?
能否总结门诊部的未来发展情况？

5. Medication Errors and Issues

用药失误及问题

- From an executive's perspective, are you satisfied with:
作为一个管理者，您是否对以下工作感到满意：
 - o The level of patient safety in your hospital? If not, what could be improved?

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您所在医院的病人安全程度。若不满意，哪些方面可以改善？

- o The level of Health Care Worker (HCW) safety? If not, what could be improved?

医护人员的安全程度。若不满意，哪些方面可以改善？

- o The extent of medical errors? What could be improved to prevent them?
用药失误的程度。该如何避免？

- What are the present steps taken to ensure the following:

医院是否已经采取相关措施以保证：

- o Patient safety
病人安全
- o HCW safety
医护人员安全
- o Reduction of medication errors
减少用药失误

- How much money does your hospital spend on initiatives to

您所在医院投入了多少资金用于：

- o Increase patient safety
提升病人安全
- o Increase HCW safety
提升医护人员安全
- o Reduce medication errors?
减少用药失误？

- Can you give us an estimate of the direct and indirect costs related with the above?

能否告知以上工作的大致成本是多少（直接及间接成本）？

- In a situation of adverse events, are there any protocols/ guidelines to be followed?

当不良事件发生时，有无需要遵循的协议／指南？

- o Have they been followed strictly?

它们是否被严格执行？

Probe into: 探究：

- a. What are the common types of adverse events? Products, people etc.

有哪些常见的不良事件？产品，人员方面等。

- b. Why did they happen?

为何会发生？

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c. What are the workarounds and mitigation methods?

解决方案和缓解方法是什么?

- In case of error, what is the procedure of reporting and corrective measure after that?

Probe into:

出现失误时, 汇报流程及后续的纠正措施是什么?

a. What are the common errors?

常见的失误有哪些?

b. Who does the nurse report the error to?

护士要向谁汇报失误?

c. What are the corrective measures that follow up?

后续的纠正措施是什么?

- How are post-treatment complications monitored or reported?

(Post treatment complications such as e.g. phlebitis, infection etc.)

治疗后的并发症是如何监测和汇报的? (治疗后并发症包括静脉炎、感染等)。

6. Financing

财务资金

- Can you describe how the outpatient *Chemotherapy/Paediatric/ General* infusion medical expense is financed in China?

您能否描述一下中国的门诊化疗/儿科/普通输液的医疗开支费用是如何获得的?

Probe into: 探究:

a. How much is a *Chemotherapy/Paediatric/ General* outpatient bill size per visit?

一位化疗/儿科/普通门诊病人的费用是多少?

b. What percentage of this bill is out of pocket from the patient?

病人需要支付的比例是多少?

c. What are the other financial sources for this bill? (Say one outpatient *Chemotherapy/Paediatric/ General* infusion costs RMB 100; government subsidizes RMB 5; patient pays RMB 80; and insurance

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covers RMB15. And patient can get RMB20 reimbursed from his/her medical insurances cash account. Is there a similar situation like this? Can you describe how the outpatient Chemotherapy/Paediatric/ General infusion medical expense is financed in China?)

有无其他支付费用的途径? (假设一位门诊化疗/儿科/普通输液病人需花费人民币 100 元, 其中政府补助 5 元, 病人个人支付 80 元, 保险支付 15 元。且病人的医保现金帐户可以报销 20 元。现实中有类似情况? 你能否描述一下中国门诊化疗/儿科/普通输液医疗费用是如何支付的?)

d. Are these outpatient *Chemotherapy/Paediatric/ General* infusion treatments covered by insurance? For UEBMI, URBMI, NRCMS, query on coverage and depth of insurance if possible e.g. diseases, treatment types and drugs relevant to outpatient *Chemotherapy/Paediatric/ General*.

保险是否涵盖门诊化疗/儿科/普通输液治疗? 若有可能, 请具体讨论城镇职工医保, 城镇居民基本医保, 新型农村合作医保的范围和程度, 例如和门诊化疗/儿科/普通输液治疗相关的疾病、治疗种类和药物等。

e. Are there *Chemotherapy/Paediatric/ General* Outpatients who are willing to pay for products that are not reimbursable? What percentage of the total *Chemotherapy/Paediatric/ General* outpatients would they be?

有没有门诊化疗/儿科/普通输液病人愿意支付无法报销的医疗产品? 愿意支付此费用的病人数占总门诊化疗/儿科/普通输液病人数目的比例是多少?

f. What are the typical products, drugs .services that they have to pay out-of-pocket for?

哪些产品、药物及服务需要病人自费支付?

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- Are the infusion related products (wireless verification systems, catheters) in outpatient *Chemotherapy/Paediatric/ General* reimbursed? If so could you elaborate on the reimbursement mix e.g. reimbursed by the green book and % on hospital funding, NGOs initiatives etc.)?

门诊化疗/儿科/普通输液治疗的相关产品（无线验证系统，留置针），能否被报销？如果可以，能否请您阐述具体报销情况，例如根据绿皮书报销，医院经费，非政府组织的比例等）？

- Is there pay for performance system (e.g DRG coding system) applicable to reimbursed products in this area?

有没有一种绩效支付系统（例如诊断相关组编码系统）同样适用于这一块的报销？

7. Operation & Procurement

运营&采购

- I understand that the reformed National Essential Drug System is intended to reduce irrational prescription and intravenous drug usage. Has this policy changed the clinical practice? E.g. prescribing habits, diagnosis etc.)

我了解到改革后的国家基本药物制度正试图减少不合理处方和静脉药物使用。这一政策是否改变了临床实践？（例如处方习惯，诊断等）

- Who are the stakeholders within your hospital involve in the management of the outpatient setting?

您所在的医院里，谁是门诊管理的主要负责人？

- Can you please describe us the typical process of purchasing a medical device in your hospital?

能否请您描述您所在医院购买医疗设备时的典型过程？

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8. Value perception – In your kind of setup, what kind of IV infusion device do you recommend? And why?

价值感受—您推荐哪种静脉输液设备？推荐的理由是什么？

Probe into: 探究：

- o Product Features 产品性能
- o Ease of use 易于使用
- o Value for money 物有所值
- o Patient outcomes 治疗效果
- o Patient safety 病人安全

9. Competitive Landscape (*obtain as much info from xx China sales team beforehand*)

竞争格局（事先尽可能多地从 xx 中国销售团队处拿到相关信息）

- What are key product categories? Could you segregate them in terms of volumes used and expenses?
重点产品种类有哪些？能否从使用量和费用方面进行分类？
- What is average monthly/ weekly/ daily consumption of these products?
这些产品的月／周／日消费量为多少？
- Which are the top 3 manufacturers that you purchase products from these categories from? Has this changed in the past 2 years?
从哪 3 大生产商处购买此类产品？在过去两年间这一现象有无改变？
- What are the major changes you have noticed in products being used in your setting? What are the changes in products or services that you have heard about but are not presently used in your setting?
您是否注意到使用中的产品发生了哪些重大变化？您是否听说过某些产品或服务，但是您所在的部门已经不再使用了目前没有在使用的？
- Have you considered changing or introducing new products? Why or why not?
Probe for issues with present manufacturer's products as well as clinical and process issues
您有没有考虑过引进新的产品？理由？探讨现有产品的问题，以及临床使用和操作程序方面的问题。

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10. Others (cultural constraints, medical practices, patient profiles) (when time allows)

其他（文化制约，医疗实践，患者基本情况）（时间允许时可进行讨论）

- Can you direct us to literature, resources, market research reports that we can use to further understand the China outpatient space and latest developments?
您能否推荐相关文献、资料、市场调研报告等，从而帮助我们更好地了解中国门诊前景及最新发展？
- Are there any other questions that you feel we should address or topics we should evaluate going forward concerning these focus areas?
您觉得就今天这个主题，是否有其他问题或方向值得我们进一步讨论研究？
- Do you know of anyone else we should consider speaking with regarding these topics?
您认为就那些方向，我们还可以向谁咨询呢？

Thank participant for their time and cooperation.

感谢各位的配合与支持

Ask if they would be willing to speak in the future about the topic if needed.

若有需要，可否在日后继续和被访者保持联系