Appendix 1 Sample of BENCH-CAN semi-structured interview topic list and questions
1. Quality Control

*Indicator 3.2a Strategies/systems for quality improvement*
Questions: - You say that the quality manager sets the goals for quality management and that this is audited externally. How does this work?
  - QC referents, do they have a medical background? Are they fulltime available for quality control?

*Indicator 3.4a Adverse event analysis*
Questions: - Adverse event / near misses system. Please explain how this works
  - What is included?
  - Who are allowed to notify?
  - Is everybody notifying?
  - Can a notifier see what is happening with the notification?
  - What is done with the notification (also frequency)?
  - Please describe a top 3 most identified items
  - Within what timeframe irregularities investigated?
  - Where do employees get the forms or is notification digitally?

*Indicator 3.4b Results adverse events analysis*
Questions: Are patient complaints anonymous? Is the care giver named in the complaint?

*Indicator 8.1 Incidents with hazardous materials and products 2012*
Questions: - What kind of incidents were these?

2. HR

*Indicator 2.2a Types of education that are offered by your institute (in house)*
Questions: - Could you please describe which courses are offered inhouse and which external?
  - Is there a set budget for following external education?
  - Who approves the requests for external education?
  - Is there a policy to exchange information from courses?

*Indicator 2.2b Education-needs analysis*
Questions: - Is there a link with requirements for the accreditation for professionals by
external regulatory bodies
- Could we see the form?

*Indicator 2.2c Staff training on quality and risk management is provided to all staff*
Questions: - What is taught within the quality assurance training?

*Indicator 2.4 Sick-leave registration*
Questions: - Is this information communicated to the departments?
- Is it discussed in meetings?

### 3. IT

*Indicator 4.3a The institute has a digital system (that stores diagnostic, treatment and outcome data etc. on each patient)*
Questions: - Please draw a figure that shows how the systems are related to each other
- Please describe whether the systems are standard packages or have been developed by/for the Institute?
  - Number of staff working in IT department

### 4. Head of Research (or Head of a Research Department)

*Indicator 3.1b Research portfolio*
Questions: - How is decided on which tumors to focus?
  - Can the institute decide by themselves how much money to spend on each research program or is this mainly set by external parties?

Questions: - Could you please describe the organizational structure of research at your center?
  - Research groups (PI, MD, non MD, PhD's)
  - Supportive services (Patent office etc.)

### 5. Head of Clinical Department (or Head Physician/Nurse)

*Indicator 3.3b medication management*
Questions: - Is prescription of chemotherapy/opiats checked by 2 physicians?  
  – Before administering the chemotherapy do 1 or 2 nurses check the prescription?

Indicator 4.2c Transition protocol
Questions: - Are there rules for patients discharge?  
  - If the patient goes to another care facility how is the communication with this other facility organized or is this done by the patient himself?

Indicator 5.2 Guideline access
Questions - How are guideline translated to daily practice use(protocols etc.)?  
  - If there is some deviation from the guideline is this registered?  
  - What is done with the registration mentioned above?  
  - US or EU guidelines?

Indicator 5.3 Ensuring patient safety
Questions: - Who performs the audits?  
  - On which basis are operational procedures updated?

Indicator 5.5 follow up system
Questions: - Organized by specialty or tumour type?  
  - Included in guidelines?