

TABLE 2.7
STRATEGIES TO ENSURE TRUSTWORTHINESS

STRATEGY	CRITERIA	APPLICATION
Credibility	Prolonged and varied field experience	<ul style="list-style-type: none"> ◆ The researcher spent time in different settings before conducting interviews during gaining entry and cooperation in the problem analysis and project-planning phases, as well as during interviews with patients and health care team members. Observation of health care team members will also form part of the process. ◆ The researcher has twenty years experience in the health care system.
	Reflexivity	<ul style="list-style-type: none"> ◆ Field notes were taken.
	Persistent observation	<ul style="list-style-type: none"> ◆ Observation during interviews with patients.
	Triangulation	<ul style="list-style-type: none"> ◆ <i>Different sources</i> include multiple copies of an interview that the researcher used of verbatim recordings of semi-structured interviews. ◆ <i>Different methods:</i> Semi-structured interviews, field notes, Delphi technique with experts in health care social work, a group for consensus and the Lickert scale with multi-disciplinary health care team. ◆ <i>Different investigators:</i> Utilized different evaluators during the theory testing and evaluation phase. ◆ <i>Interdisciplinary triangulation (Denzin and Lincoln, 1994:215):</i> Utilized other disciplines during the research process to broaden understanding of method and substance. Utilized nursing experts as coder, consultant and nursing professionals in evaluating the program. Utilized a multi-disciplinary health care team in ranking needs that health care social worker could address and methods.
	Member checking	<ul style="list-style-type: none"> ◆ Group session with experts in health care social work
	Peer examination	<ul style="list-style-type: none"> ◆ Interviews with health care workers. ◆ Independent researcher during data analysis. ◆ Doctoral seminars. ◆ Panel of experts during evaluation of model. ◆ Interpreter being utilized as peer reviewer during interviews, observations and discussions with researcher. ◆ Health care social work experts in Delphi process ◆ Multi-disciplinary health care team
Transferability	Thick description	<ul style="list-style-type: none"> ◆ Complete description of methodology including verbatim transcriptions of interviews, literature control and observations.

METHODS TO ENSURE TRUSTWORTHINESS

STRATEGY	CRITERIA	APPLICATION
Dependability	Dependability audit	<ul style="list-style-type: none"> ◆ Question checking with literature and promoters, utilized different methods of data collection in the process of inquiry as indicated in the information gathering, analysis and synthesis phase. ◆ Respondents verify the results of data analysis and confirm data and summarizing at the end of the interview. ◆ Data analysis protocol utilized by researcher and independent researcher. ◆ Triangulation of data analysis with Delphi processes and Lickert scales with multi-disciplinary health care team. ◆ Independent panel of experts formed part of the operationalization and evaluation of the model.
	Thick description	<ul style="list-style-type: none"> ◆ Research methodology fully described.
	Triangulation	<ul style="list-style-type: none"> ◆ Multiple copies of an interview that the researcher recorded of verbatim interviews. ◆ Interviews, field notes with patients, Delphi technique with experts in health care social work, Lickert scale with multi-disciplinary health care team. ◆ Literature control. ◆ Different evaluators during the theory testing and evaluation phase. ◆ Interdisciplinary triangulation by utilizing members of other disciplines to broaden understanding of method and substance.
	Peer examination	<ul style="list-style-type: none"> ◆ Research protocol discussed with promoters. ◆ Independent researcher utilized for data analysis. ◆ Independent panel of experts formed part of the operationalization and evaluation of model.
	Code-recode procedure	<ul style="list-style-type: none"> ◆ Consensus discussion between researcher, independent researcher and promoters.
Conformability	Conformability audit	<ul style="list-style-type: none"> ◆ Respondents, independent researcher, promoters and an independent panel of experts were utilized for auditing.
	Triangulation	<ul style="list-style-type: none"> ◆ As mentioned above
	Reflexivity	<ul style="list-style-type: none"> ◆ Field notes were taken

