

# PATIENT VOICES NETWORK: INTERVIEWING PATIENT PARTNERS AS PART OF THE SELECTION PROCESS

For some opportunities, you may have a shortlist of patient partners, and it may be appropriate to host an informal interview to ensure that they will be a good fit for your project. This document provides some sample questions you may use to guide that interview process.

To start the conversation, introduce yourself and your role, and review the opportunity and what you expect the patient partner role to be. We recommend that you choose between four to six questions that will help you understand the patient partner's skills, background and fit for your initiative. Make it clear to the patient partner that they should only disclose what they are comfortable sharing, and remind them that their answers will be held in confidence.

Please briefly tell us about yourself and your interest in this opportunity

Have you had a care experience at (organization name)? Please tell me about it.

What types of health care services have you used?

Can you tell us about a positive care experience? This could be an experience where you and your family felt respected or supported, where you had the information you needed and wanted, or where you and your family could participate in your health care decisions in ways that you wanted. What did the doctors and staff do that gave you confidence, comfort, and was helpful to you?

Have you had an experience that was not so positive? How could it have been changed or improved? How could doctors or staff have handled the situation differently?

If you had a magic wand, and could change/improve health care for you, your family and others in the community, what changes would you want to make?

Tell me about a great team that you were a part of. What did the team do exceptionally well? How did this impact you individually and as a group?

In addition to your experiences as a patient, do you have other skills or strengths you would be interested in contributing to this project?

Have you ever been in a group situation and found that someone had a different opinion than you? What was the result? Was there anything you did that was helpful?

What if it takes a while to feel "at home" with some things that are discussed in a committee? Or what if progress coming to decisions is slow? Are you comfortable with a slow pace, or are you happiest when discussions move quickly and conclusions are reached right away? How strongly do you feel about the pace of events?

Do you find it easy to share your opinion with a group? What if you have a different opinion than most of the group? What would you want to do in that situation?

Tell me about a time when you felt you were misunderstood and people became offended or defensive. How did you handle the situation? What was the outcome?

Tell me about a time when you had a difference of opinion with a colleague regarding solving a problem or completing a task. How did you resolve the situation?

Would you be interested in presenting your story about your experiences to others in order to highlight what was helpful and what could be improved?

Are there barriers such as transportation, food allergies, timing of meetings, language or illness that we should be aware of in order to assist your participation?

When you have concluded the interview, be sure to provide an opportunity for patient partners to ask you questions as well. Let them know your proposed timeline for selection and when/how they should expect to hear about your decision. Close the conversation by thanking them for their time and for showing interest in the opportunity.

Adapted from the Institute for Patient- and Family-Centered Care's 2013 publication of "Essential Allies Patient, Resident and Family Advisors," from various documents in the "Selecting Advisors" resources folder on the accompanying flash drive.



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