



Selection Process Sample Questions

Creating a great partnership means making sure both the health care team and patient partners feel comfortable with moving forward together. For some opportunities, you may have a shortlist of patient partners, and it may be appropriate to host an informal discussion 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.

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. Remind patient partners that they should only disclose what they are comfortable sharing, and their answers will be confidential.

- Can you tell us about yourself and your interest in this opportunity?
- Have you had a care experience at (organization name)? Can you tell us about it?
- 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?
- Tell me about a great team that you were a part of. What did the team do exceptionally well? How did this impact you?
- 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?
- Would you be interested in presenting your story about your experiences to others to highlight what was helpful and what could be improved?

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.

PVN is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.