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OrgValue

Interview guide for patient interviews

General information

Aim	The aim of the interview is to get a patients' assessment of what is critical for a patient centered care.
Duration of the interview	ca. 30-60 minutes
Place of interview	At the meeting room of the Institute for Health Economics and Clinical Epidemiology, at the patient's home, by telephone
Preparation	(As the circumstances require) Providing: <ul style="list-style-type: none">- Recording device- Office supplies (pens, paper)- Patient questionnaire- Flipchart
Arrival of the participants	Seating, Offering beverages, collecting patient questionnaire & informed consent forms if not submitted in advance



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Part 1: Introduction, Presentation of the project, Preparation

Introduction	Welcome and thank you for taking the time to participate in our study. My name is Vera Vennedey. I'm a research associate at the Institute for Health Economics and Clinical Epidemiology at the University Hospital of Cologne.
Presentation of the project	The project, of which this survey is part of, is financed by the ministry of education and research. We would like to establish a network for research and development dedicated to improve the regional health care provision for different patient groups and to develop ideas, how to make provision more patient centred. That means to acknowledge the patients' needs and wishes. Today's survey is about what you expect of health care, what you would assess as positive and what is needed of improvement.
Recording device & Data privacy	With your consent I would like to record our discussion. Later on it will be transcribed and evaluated, that means we will summarize your statements. Your statements will only be published anonymously, that means your name will under no circumstances appear in reports or publications. The recordings will be kept securely and will be deleted after the transcription. After this, only the written text will be available but not the original recordings. Your participation in the interview is voluntary and you are free to stop at any time. You are allowed to refuse to answer questions. In general, there is no right or wrong answers to the questions I ask, it is just about your personal opinion. You are allowed to ask questions at any time during the interview. When you answer the questions, there is no need to name specific persons or institutions, since I am mainly interested in what you experienced and not who exactly did the things you tell. So it is enough if you tell eg, "My GP always does..." and do not mention his name.



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Part 2: Describing the patients' point of view on patient centered care

Topic	Key question	Follow-up questions
What is patient centered care from the patient's perspective (facilitators)?	<p>Can you describe a situation in which you, as a patient or person were treated, consulted or taken care of in a particularly positive way?</p> <p>Further stimulus, in case the participant doesn't know any:</p> <p>This, for example, could be a situation with</p> <ul style="list-style-type: none"> - a doctor, - a hospital, - a nurse - a pharmacist - a therapist - insurance - another person in context of health care 	<p>What was particularly good? Why?</p> <p>Who or what contributed to it?</p> <p>What was the main aspect, which made the situation a positive experience?</p> <p>Do you remember another situation?</p> <p>Can you tell how this started and was addressed by ...?</p> <p>Possible additional topics depending on the referred issues in the participant's answer</p> <ul style="list-style-type: none"> - Integration of medical and non-medical provision - Coordination and continuity of care - Accessibility of care - Important traits of doctors/ providers - Connection with provider - Communication - Involvement in care (patients) - Involvement of family and friends - Patient (Empowerment) - Physical support (pain reduction, functionality, etc.) - Emotional support - Acknowledgement as an independent and individual person with biopsychosocial needs - Information for patients - surroundings
What is patient centered care from the patient's perspective (barriers) ?	<p>Can you describe a situation in which you, as a patient or person were treated, consulted or taken care of in a not so pleasant way?</p> <p>Specification of the Situation, in case the participant doesn't know any:</p>	<p>What was particularly negative? Why?</p> <p>What or who contributed to this?</p> <p>What was the main aspect, which made the situation a negative experience?</p> <p>What would you have liked to happen?</p> <p>Do you remember another situation?</p>



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	<p>This, for example, could be a situation with</p> <ul style="list-style-type: none"> - a doctor, - a hospital, - a care attendant - a pharmacist - a therapist - insurance - another person in context of health care 	<p>Can you tell how this started and was addressed by ...?</p> <p>Possible additional topics depending on the referred issues in the participant's answer</p> <ul style="list-style-type: none"> - Integration of medical and non-medical provision - Coordination and continuity of care - Accessibility of care - Important traits of doctors/ providers - Connection with provider - Communication - Involvement in care (patients) - Involvement of family and friends - Patient (Empowerment) - Physical support (pain reduction, functionality, etc.) - Emotional support - Acknowledgement as an independent and individual person with biopsychosocial needs - Information for patients - surroundings
<p>What could be improved? Additional suggestions</p>	<p>How would you like your health care to be improved?</p> <p>Was there anything you had in mind and wanted to tell me today, but I did not ask a question where it would fit?</p> <p>Free association and the possibility to address wishes and suggestions.</p>	



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