

Interview questions

1. First of all can you tell us your name, position in the ward and years of experience.
2. Can you describe how clinical communication works in your workplace?
3. Are you aware of any critical incidents in the past 12 months in your clinical context where poor communication played a part?
4. Do these long working hours affect your ability to communicate effectively?
5. When transferring the spoken Cantonese knowledge into written English in the patient's medical records, do you think that information is changed or lost?
6. When you explain English medical knowledge to patients in spoken Cantonese, do you think that information is changed or lost?
7. Has there been an incident due to miscommunication during the handover, in which information about a group of patients and their cases are passed to another clinician or to a team of clinicians?
8. What skills do you think contribute to an effective clinical communication at your workplace? How would you or your colleagues best acquire these skills?
9. Any other comments you'd like to make?