



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

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SUGGESTIONS FOR INTERVIEW QUESTIONS IN SELECTING PATIENT AND FAMILY ADVISORS

- ▶ Please briefly tell us about you and your family.
 - ▶ What types of health care services have you used?
 - ▶ What positive experiences with health care have you had? (This would 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.)
 - ▶ Have you had an experience that was not so helpful?
 - How it could have been changed or improved?
 - ▶ If you had a magic wand, and could change/improve health care for you and your family and others in the community, what changes would you want to make?
 - ▶ Have you served on a committee at work, or in the community as a volunteer? Please share some of those experiences and what you learned about working in groups.
 - ▶ Please share with us strengths you have that would be useful in working with a group.
 - ▶ Do you find it easy to share your opinion with a group of others? What if you have a different opinion than most of the group? What do you do in that situation?
 - ▶ Would you be interested in presenting your story about your health care experiences to others to highlight what was helpful and what could be improved?
 - ▶ Discuss various opportunities for patient/family advisor participation and elicit the potential advisor's interests and preferences:
 - Sharing your opinion and respond to survey questions over the telephone.
 - Providing feedback on a specific issue in a group format.
 - Serving as an e-advisor.
 - Serving as a member of the clinical transformation team.
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- Serving as a member of a committee (e.g., working with staff to make specific improvements).
- Sharing stories of your health care experiences with staff, clinicians, or trainees or other patients and families (e.g., for staff orientation, education for trainees, patient educational session).
- Being a member of a patient and family advisory council (monthly evening meetings)
- Discuss issues related to timing and location of meetings, language and transportation assistance, mobility accommodations, and dietary requirements.

Adapted from IPFCC's publication, *Essential Allies: Patient, Resident, and Family Advisors: A Guide for Staff Liaisons*. Many organizations contributed questions and were acknowledged in *Essential Allies*.