



Primary Palliative Care at California Public Hospitals: A Needs Assessment ROUND 2 STAKEHOLDER INTERVIEW GUIDE & RECORD

Goal of Round 2 Interviews:

- Refine and add to the PER Predisposing, Enabling, & Reinforcing (PER) Factors worksheet that you and your co-adviser drafted

Recommended Number of Interviews: At least 3 to 5 (or more if feasible)

Recommended Interview Length: 30 minutes per interview

Interview Format: Semi-Structured, meaning that you will present a few prompts, but main goal is to just listen to the perspective of the stakeholder and ask clarifying questions to ensure you understand. Focus on their experience and values as opposed to hypotheticals.

Selecting Stakeholder for Interviews

- Select at least 3 to 5 stakeholders from your partner service line or organization to interview during February and March 2019.
- Interview members of your target audience – the one who you want to do your target behavior. It's fine to re-interview someone from Round 1, if you think they will give you the most useful information to refine and add to the PER worksheet draft.
- Aim for a variety within your target audience, including those who you think are likely to do the behavior, those who are not, and those in the middle.
- When you invite stakeholders for interviews, ask them who else you should talk with about this (and keep these names, even if you don't interview them for Round 2).
- Interviews should be done in person (including a brief conversation in the hallway!).
- One or both adviser may attend each interview – up to your discretion.

Draft Introduction:

[should work for both health professional and client/patient/family interviewees]

- Thank you for agreeing to talk with me (us). We are working on a project to encourage *[target audience]* to *[target behavior]*.
- I know there are other things that we need to focus on to improve care for patients within *[service line / organization]*. Today, I'd be grateful if I could get your perspective on what has encouraged or discouraged you from doing *[target behavior]*.
- This could include your experiences, or if you have not done *[target behavior]*, your feelings about it.

Interviewee: _____

Interview Date: _____

Interview Prompts

1. Tell me about your experience with [*target behavior*].

2. *Your Topic/Question 1 (from PER Worksheet):* _____

3. *Your Topic/Question 2 (from PER Worksheet):* _____

4. *Your Topic/Question 3 (from PER Worksheet):* _____

5. What else should I know about [*target behavior*]?

Revisions to PER Worksheet Based on this Interview:

- 1.
- 2.
- 3.

Key Questions Going Forward:

- 1.
- 2.