

Patient/Family Advisor Interview Questions

1. Please briefly introduce yourself and your family
2. What types of Providence Medical Group services have you used (clinic, urgent care, specialist, and/or support for a chronic condition or a family member's chronic condition)?
3. Have you ever had a positive experience with Providence Medical Group? 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?
4. Have you had an experience that was not so helpful?
 - Could this experience have been better?
 - How it could have been changed or improved?
 - How could doctors and/or staff handled the situation differently?
5. If you had a magic wand, and could change and improve health care for you and your family, what changes would you want to make?
6. Have you ever been in a group situation when someone had a different opinion than you?
 - What was the result?
 - Was there anything you did that was helpful?
7. Please share with us strengths you have that would be useful in working with a group?
8. Would you be interested in presenting your Providence Medical Group experiences to staff and other Patient Advisor members?

Patient/Family Advisor Interview Questions – Staff Copy

DATE: _____

VOLUNTEER: _____

INTERVIEWED BY: _____

REFERRED BY: _____

Staff Introductions

Brief PFA Job Description

“We’re going to ask you a few questions about yourself & your experience with Providence”

1. Please tell us about yourself and your family
2. What types of Providence Medical Group services have you used (clinic, urgent care, specialist, and/or support for a chronic condition or a family member’s chronic condition)?
3. Tell us about a positive experience with Providence Medical Group. 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?

4. Tell us about an experience that was not so helpful:

-How could this experience have been better? Changed or improved?

[How could doctors and/or staff handled the situation differently?]

5. If you had a magic wand, and could change and improve health care for you and your family, what changes would you want to make?

Now we are going to switch gears a little and ask some questions about your experience being in a group.

6. Tell us about a time when you've been in a group situation and someone had a different opinion than you?

What was the situation and what happened?

Was there anything you did that was helpful?

7. Please share with us strengths you have that would be useful in working with a group?

9. Would you be interested in presenting your Providence Medical Group experiences to staff and other Patient Advisor members?

10. If you become part of PFAC what would your availability be? (attending monthly meetings, etc.)

11. We ask for a commitment of 2 years – do you have any barriers in committing to this?