

BCHIC Voice of the Customer Interview Guide

1. **Describe a time when everything went right for your health?**
 - a. Tell me about the people involved.
 - b. Tell me about the help you got.
 - c. What would you want to have happen every time?

2. **What is the worst experience you have had in the healthcare system?**
 - a. What do you think might have made it better?
 - b. Is there something that might have been done to prevent this bad experience?
 - c. What things happened that didn't need to happen?

3. **Who do you know who gets the services they need? How do they do it?**
 - a. What skills or support makes them so good at this?

4. **Tell me about how your friends or family were involved.**
 - a. How much did they understand about what you needed?
 - b. Describe how things went when you got home?

5. **What do you really need that you can't get?**
 - a. Describe what happens when you try to get the help you need?
 - b. What would I hear if I was listening on the phone when you try to get an appointment?
 - c. Tell me how you get to and from your appointments.
 - d. How do you communicate when you speak a different language?
 - e. What problems at home prevent you from getting the help you need?
 - f. What do you avoid doing/or taking because you can't afford it?

6. **Tell me how you felt getting ready to leave the [hospital].**
 - a. What made you feel that way?
 - b. What did you hear from your doctor and when?
 - c. Describe the instructions from the nursing staff.
 - d. How were you connected to the services you needed after you left.
 - e. What would have been helpful to know when you left the [hospital]?
 - f. What were you told to do next?

7. **Describe how well you think your health care givers coordinate with each other.**
 - a. How consistent is the message from each of your health care givers?
 - b. What could have made this coordination better?

- 8. How do you find the services you need to stay healthy or get better?**
 - a. What tools have been helpful?
 - b. What would you do to learn more about your health condition?
 - c. How do you find answers to questions about your medications?

- 9. What is your biggest fear about your health?**
 - a. What would make you feel better?
 - b. What makes your fear worse?

- 10. On a scale of 1-10 how confident are you that you can stay healthy?**
 - a. What would make this number a (higher)?
 - b. Why isn't this number a (lower)?
 - c. Describe a time when you were able to stay out of the hospital.
 - d. Who has the most influence in helping you stay healthy? Why?

- 11. What would be the perfect healthcare experience?**