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?