

Stakeholder Interview Guide

Interview Introduction

Thank you for taking the time to speak with me today. I am carrying out this interview for an assignment in a class on designing healthcare services. The purpose of this interview is to see how you understand concepts such as diversity, equity, and inclusion and the ways in which they may relate to healthcare interactions and patient care. I am specifically interested in understanding your perspectives and insights (as a patient, healthcare provider).

During the next 30 minutes I will ask you a diverse set of questions. We may not get to all of the questions I have written, which are intended to act as a guide for what we can discuss. This interview is intended to be more like a conversation to find out more about your views. There are no right or wrong answers, you should feel welcome to ask me questions, you are not obligated to answer all of the questions, and can withdraw from this interview at any time. If any of the questions I ask do not make sense, please do not hesitate to ask me to clarify.

This interview will be treated as confidential and your personal details will not be shared with anyone.

Do you have any questions before we begin?

Do I have your consent to start the interview?

Before I start, I would also like to know if I have your consent to record this interview? Doing so will allow me to accurately represent your statements. I will erase the recording once I have completed my assignment for my class.

Interview Script I. Provider

Context

These questions are designed to find out just a bit about you. The questions are primarily focused on aspects of your background that offer context on you as a health provider. These questions are by no means comprehensive and do not offer insight to all aspects of your life. Even still, I hope that through this overall interview may provide a window to your perceptions and experiences.

1. What level of education do you have?
2. What do you do for a living?
3. Was there a specific experience that led you to become a ___?

Concepts

These questions are designed to find out about your understanding of diversity, equity, and inclusion and related concepts.

4. How do you generally define diversity, equity, and inclusion?
5. How do you define access?

General Application

These questions are designed to find out about your understanding of diversity, equity, and inclusion and related concepts – as they pertain to healthcare professions.

6. How do you think of diversity, equity, inclusion, and access in relationship to health, healthcare, and patient care?
7. What does cultural competency mean to you as a provider?
8. What does clinical humility mean to you?
9. What, if any, obligation do healthcare providers have to promote health equity, health access, or inclusive healthcare?
10. In what ways may a person's background influence their perception of and interaction with others?

11. Can you tell me how you define patient-provider rapport? What factors may contribute to a positive or negative patient-provider rapport?

Personal Application

These questions are designed to find out about DEI strategies and approaches you may use in the context of your own practice as a healthcare provider.

12. How might you rank yourself in patient-provider rapport?
13. Can you tell me how you apply diversity, equity, and inclusion (DEI) in your work as a ___?
14. How often do you seek out resources, training, or developmental opportunities to learn more about DEI, patient care, health access, or inclusive health, or healthcare?
15. How might you and your practice find out about barriers your patients have to accessing your care?
16. Can you tell me about any strategies you may use to establish a connection with individual patients either during in-person or telemedicine visits (esp. those from different background from yourself)?
17. Have you ever experienced a moment when a patient told you that they felt you treated them unfairly? (how did you handle this

situation? How did you feel? If not, how do you imagine you would handle a situation like this?!)?)

18. If there was one thing you could do to improve patient care, what would it be?

19. Are there any questions that I may have missed or any things that you would like to add?

Thank you for your time. Your participation in this interview is greatly appreciated.

Interview Script II. Patient

Context

These questions are designed to find out just a bit about you. The questions are primarily focused on aspects of your background that may provide context on you as a patient. These questions are by no means comprehensive and do not offer insight to all aspects of your life. The questions in the following sections will allow you to elaborate more about your background as it pertains to DEI and health.

1. Let's start off by learning a bit about you.
2. What level of education do you have?
3. What do you do for a living?
4. How happy are you with your current level of health?

Concepts

These questions are designed to find out about your understanding of diversity, equity, and inclusion and related concepts.

5. How do you generally define diversity, equity, and inclusion?

6. How do you define access?

General Application

These questions are designed to find out about your understanding of diversity, equity, and inclusion and related concepts – as they generally pertain to healthcare and how it is delivered.

7. How do you think of diversity, equity, inclusion, and access as they relate to health, healthcare, and patient care?

8. What does patient-centered care mean to you? Can you tell me about a time you experienced patient-centered care?

9. What, if any, obligation do healthcare providers have to promote health equity, health access, or inclusive healthcare?

10. To what degree should providers have an understanding of the patient populations they are treating? (for instance, if they are working in a rural area should they have some understanding of the personal circumstances of the patients they treat; If they are treating disabled patients, should have some understanding of the personal experiences of disabled patients)?

11. In what ways may a person's background influence their perception of and interaction with others?

12. Can you tell me how you define patient-provider rapport? What factors may contribute to a positive or negative patient-provider rapport?

Personal Application

These questions are designed to find out about your experiences as a patient that may have relevance to the concepts of diversity, equity, and inclusion.

13. Can you think of a time that you felt excluded during a healthcare visit, or treated unfairly during a healthcare visit? (Can you elaborate? By contrast, can you think of a time you felt included and treated fairly?)

14. Can you tell me how you responded to this visit?

15. What, if anything, creates barriers for you to access healthcare? (or has in the past)

16. How do you rank your current health providers in terms of their level of care towards you (i.e., dentist, primary care physician, any specialty doctors you may regularly see)?

17. To what degree do you feel comfortable talking about your personal background and experiences with your health providers?

18. If there was one thing your health providers could do to improve patient care, what would it be?

19. Are there any questions that I may have missed or any things that you would like to add?

Thank you for your time.