

**INTERVIEW PLAN**

Date: .....

Number of interview: .....

Time and place:

### **A) OPENING THE INTERVIEW**

- Greet the applicant; introduce yourself (interviewer /position) and make the interviewee feel comfortable
- Explain the purpose of the interview, inform candidate of the duration of the interview allow interviewee to read
- Invite the interviewee to clarify any doubts regarding the interview, and sign the 2 copies of consent form (keep 1 copy)
- Describe the interview process
- Before starting mention to participant that:  
Your anonymity will be respected:  
“Your name will appear on no report, on no published document. If you quote names of persons during the interview, these names will not be revealed”
- Underline that: "even if there is nothing really very indiscreet in the discussion, you can refuse at any time to answer or still to end the interview "
- Install the tape recorder (make test of recording)

### **B) CONDUCTING THE INTERVIEW**

- Begin with unstructured, open questions to encourage the spontaneity, then encircle gradually the subject (funnelling technique)
- Make brief syntheses at the end of sections to make sure that we understood well and to give the opportunity to individual to complete or to modify its statements (reformulation: " if I understood well what you say to me, you ....")
- It is possible that, spontaneously, individuals approaches the themes of discussion on a different order which that describes in the following sections (for example in passing directly of the section 1 in the section 3): in that case, not to try to respect the order of sections, the important is to facilitate its spontaneity while making sure that we approach all the strategic themes.

**SECTION 1: BACKGROUND**

1. What is your current role among the team of professionals? And how many years have you had this position?
  - a. Are you several sharing the same role? (Work overload?)
2. Since when are you working with the Cree?
3. With what age group?
4. Which clientele you are working with?
  - a. What are the health and social needs of this clientele?
  - b. What do you think of your clientele?
5. Do you feel a difference in your approach to patients, whether they are male or female?
  - a. Do you feel that your patients act differently because you are a man / woman?

**SECTION 2: CLINICAL INTEGRATION (PRESENT OR ABSENT)**

6. What is your definition of primary care?
7. Who do you think are the members of primary care?
8. Who do you think plays a role in primary **oral health** care?
9. What types of oral care can you offer as primary care? Are they well integrated in your workplace?
  - a. Tell me a about a clinical situation where you feel that there has been integration of oral health into primary care.
  - b. Tell me a about a clinical situation where you feel that there has been no integration of oral health into primary care.
10. Let's say that I am a patient who comes to see you for a reason X, how do you proceed to evaluate me? (Do you have any protocols)
11. Do you see a link between the oral health and overall health of your patients? If yes, which one?
12. What role do you play in patients' oral health? Direct or indirect?
13. Suppose I'm a patient with a toothache, what would you do with this information? What is your protocol/procedure?
14. When you consider the patient's care, do you include the cultural elements? How?
15. Have you had prior training tailored to the needs of the Cree people?
  - a. If not: Do you think this kind of training would help you in your work?

b. Do you have any suggestions?

16. When you identify an oral problem that you cannot handle what do you do? What is your approach in order to find a solution?

### **SECTION 3: THE NEED OF INTEGRATION**

17. What resources are available in your organization in order to integrate oral health care in the primary care?

18. What do you think about the role of different members of primary care (nurses, doctors, dentists)? How do you think managers could play a role towards achieving integration?

19. How do you see the role of patients in the performance of integrated care?

a. Does the patient have an active or passive role?

20. What do you think of communication and transmission of information between the various stakeholders in your workplace?

a. How is the communication with patients you treat in your workplace?

21. Who should be involved?

a. How can collaborators be involved?

b. How could the collaborators communicate well/efficiently?

22. What do we need to change in the organization of the services to improve the integration of oral health into primary care?

a. Adjust the clinical information system (ex. : files)

b. Adjust clinical tools, assessment tools and service planning tools.

c. Adjust the coordination methods such as case management or binding speaker

d. Adjust the inter-professional and inter-sectorial protocols

23. Who should take the leadership position of an integrated intervention in oral health?

24. How do you think your work experience would be if dental services were integrated into primary care?

### **SECTION 4: ORGANIZATIONAL INTEGRATION**

25. How can the organization help in better management of oral health?

26. What are the **facilitators** (organizational) with regard to integration of oral health in primary care?

27. What are the **barriers** (organizational) with regard to integration of oral health in primary care?

28. How can we evaluate if our health integration measures are efficient?

**SECTION 5: NORMATIVE INTEGRATION**

29. How do you feel about one single universal model of oral health care integration would address the needs in all kinds of community settings?
30. Are there some norms, practical guidelines, protocols about the integration of oral health into primary care? If yes, please describe them.
31. How can we can develop norms, practical guidelines, protocols for other health care professionals to further achieve the integration of oral health care?

**SECTION 6: IMPLEMENTATION**

32. What kind of oral care would you wish be provided in primary care?
33. In which section: long-term care, schools...

**SECTION: 7**

34. Do you believe that the method of remuneration is an attractive factor for different professionals? Why?
  - a. What do you think would be the best way to encourage the involvement of health professionals in Cree communities?
35. What do you think of the clinic where you work? Facilities? Infrastructure?

**SECTION 8: APPRECIATIVE INQUIRY**

1. Describe a high-point experience in your organization- Looking at your entire experience with this practice, remember a time that was most meaningful to you; when you felt most alive, most fulfilled and most excited and engaged?
  - What made it meaningful?
  - What did you like most about the experience?
  - Can you describe how you felt?
  - Can you give some examples?
2. Without being modest, what is it that you most value about yourself, your work, and your organization?
3. Can you tell me about a time when you believe another colleague excelled or stood out as a leader?
  - What was it that made this time stand out or memorable for you?
  - What were the leadership qualities that you admired in that individual?

- What are the skills and attributes that you believe are the most valuable in the managing your work?
4. What are the core factors that give life to this organization, without which the organization would cease to exist? OR What do you experience as the core factors that give life to this organization?
  5. What three wishes do you have to enhance the health and vitality of your organization?

### **C) CLOSING THE INTERVIEW**

- Is there anything else which seems to you important and that you would like to talk about? any comment?
- Thank candidate for their time and contribution
- Ask if the participant can be contacted later if necessary

### **D) AFTER THE INTERVIEW**

- Verify if the tape recorder
- Write down any observations made during the interview

**INTERVIEW PLAN  
PATIENTS**

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**D) CONDUCTING THE INTERVIEW**

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**SECTION 1: ACCESS TO CARE**

1. **ELIGIBILITY / AVAILABILITY** Do you feel that the dental services offered in your community are good?

- a. Do they meet your needs?
- b. What are your needs?

2. **ACCESSIBILITY** What do you think about the accessibility of the dental clinic?

- a. Transport
- b. Infrastructure

3. **AVAILABILITY** Are there any dental services that you would want to access which are not always available in your community?

4. **ACCOMMODATION** What do you think of the dental clinic's schedule? The availability of appointments? Does it meet your needs?

- a. What do you think about the waiting time prior to getting an appointment?

5. Do you ever happen to go to the dentist:

- a. For emergencies? When you are in pain? For regular routine examinations and cleaning?

- b. **AFFORDABILITY** Does the fact that your dental care is paid for motivate you to visit the dental clinic?

**SECTION 2: PATIENT CARE**

6. When you consult for a dental problem, do you feel that the clinic staff is taking good care of you?

7. Can you discuss your general health problems with your dentist?

- a. Do you feel comfortable when doing this?
- b. Do you feel that discussing your problems with the dentist helps you acquire the resources you need?

8. In the last year have you seen a doctor for a health problem?

- a. Do you believe that this health problem has an impact on your oral health?

9. Do you receive appropriate care for your health condition?

\*\*\*(oral health AND general health)

### **SECTION 3 : CONTINUITY**

10. Is there a follow up after your appointment at the dental clinic? Do they communicate with you after your appointment?

- a. To make new appointments?
- b. To confirm your appointments? (Reminder)

11. What would be the best way to contact you?

- a. E-mail, phone, Facebook?

12. Who should preferably contact you? A Cree employee or a non-Cree professional?

### **SECTION 4 : PATIENT-CENTERED CARE**

13. Do the dental clinic staffs understand your needs? Why?

- a. Do you always understand what the dentist tells you? Do you feel comfortable asking questions about your treatment?

14. Do you feel that your dentist respects your values and preferences?

- a. As for the choice of treatments?
- b. As for the proceedings of the sessions?
- c. As for his approach?

15. Do you feel that your dentist would have the same approach with an individual of the opposite gender?

- a. Do you feel a difference if your care provider is a man or a woman?

### **SECTION 5: APPRECIATIVE INQUIRY**

6. What are the core factors that give life to this organization, without which the organization would cease to exist? OR What do you experience as the core factors that give life to this organization?
7. What three wishes do you have to enhance the health and vitality of this organization?

### **SECTION 5: CONCLUSION**

#### **CLOSING THE INTERVIEW**

- Is there anything else which seems important to you and that you would like to discuss? Any comment?
- Thank candidate for their time and contribution

- Ask if the participant can be contacted later if necessary

#### **AFTER THE INTERVIEW**

- Verify the tape recording
- Write down any observations made during the interview