

Guideline for semi-structured interviews

Introduction	<p>Thank you for participating at this interview. Here, I want to talk with you about your experiences in the health care system and how to improve it. You can refer to every single aspect of health care, for example the treatment itself, conversations or examinations. I am interested in, for example, how your needs and wishes were integrated. Furthermore, you can refer to every health care practitioner and their respective characteristics (e.g. Physicians, Psychologists, Nurses and so on). When talking about the health care system, I want you to think about as many of those domains as possible. Do you have any questions?</p> <p><i>If more information is needed:</i> Health care system means more than only the treatment itself (e.g. which information I received during the consultation and if my needs and wishes were met). It also refers to the characteristics of the HCPs, e.g. if they seem to be trustworthy. Furthermore, you can refer to the system itself (e.g. the organization of hospitals or the health insurance system).</p>
Subject	Probing questions
Introduction (sharing own experiences)	<p>1. To start, I would like you to tell me about your experiences in health care. <i>Please tell me about a positive experience, what was especially good about it?</i> → Exploration of positive aspects (Focus on description of situation)</p> <p>2. You talked about a positive experience. <i>Have you also had negative experiences? If so, would you please tell me about it? What was especially bad about it?</i> → Exploration of negative aspects (Focus on description of situation)</p>
Leading over to patient-centeredness	<p>3. You told me about positive and negative experiences. I am also interested in why you were able to remember these experiences. <i>Can you tell me what was exceptionally important to you in these situations?</i> → Exploration of important aspects and reasoning</p>
Exploration of patient-centeredness	<p>4.1 Now, I would like to know what your image of an „optimal“ health care system would be. Imagine you woke up one day and the system has changed overnight in the way that it fits all your wishes. <i>How would it be? What is different, how do health care practitioners behave?</i> → Exploration of central aspects of optimal health care (= wishes)</p> <p>4.2 You just said, it would be optimal for you if XXX was implemented. Why is that important to you? → Exploration of reasons for importance</p>
Leading over to the end of the interview	<p>5. You told me about good and bad things and explained why those things were important to you. It is easy to summarize them as “patient-centeredness”. Hearing this term, what are you thinking about patient-centeredness? → Exploration of association with patient-centeredness</p>

Ending of the interview	<p>At the end, I would like to ask you two more questions.</p> <p>6. You mentioned during the interview many things important to you (naming examples). <i>Are all equally important to you? Which ones are especially important?</i></p> <p>➔ Prioritizing of important aspects</p> <p>7. I am further interested in your opinion on <i>why treatment isn't always optimal. Why is that so, what do you think?</i></p> <p>➔ Perspective of patients on treatment/the system in general</p> <p>Finally, I would like to know if there are still things missing that matter to you. Do you have any comments on that?</p>
-------------------------	--

Notes: