Interviews

# Background

An interview is another way of gaining information about your services and programs. Interviews can be challenging because they:

* require a neutral interviewer
* require time and labour to analyze
* mean that you’re hearing from fewer clients.

However, interviews do provide an in-depth understanding of the impact that programs are having on individual clients.

Sample interview questions are listed below.

Information on informed consent can be found at The Learning Place (<http://www.cbrlearningplace.ca/>) and on the University of Toronto’s Research Ethics Board page: (<http://www.research.utoronto.ca/about/boards-and-committees/research-ethics-boards-reb/>).

The EBPU also provides assistance in developing consent forms (<http://www.ohtn.on.ca/evidence-based-practice-unit/>).

If you are going to proceed with interviews as a means of evaluation, please contact the Evidence-Based Practice Unit: (<http://www.ohtn.on.ca/evidence-based-practice-unit/>).

Sample Interview Questions

1. How long have you been accessing services at Shamrock Health Services?

1. How did you find out about the services at Shamrock? E.g.: Did you see a brochure, poster or website? Were you referred by a doctor?
2. What programs or services do you access at Shamrock? E.g.:, Referrals, general support, practical assistance, etc.
3. What has your experience been like accessing these programs or services? (You can talk about good or bad experiences.)

1. What types of referrals have you received from Shamrock? What has your experience of following up with these referrals been like?

1. What would make programs or services at Shamrock work better for you?
   1. What isn’t working well? How can it be improved?
2. What are some of the successes of (or good things about) the programs or services you use?
3. Have the programs or services at Shamrock had an impact on your life? (You can talk about positive or negative things here.)
4. Is there anything else that you would like to add about your experiences at Shamrock?
5. Do you have any questions for me?