

Inquiry Process: (One-on-One or Small Group) Interviews - Hospice Staff and Advisory Board Members

- What words have you used in your work to describe and communicate hospice to patients or families?
- What are the strengths of your hospice?
- From what you have heard and/or experienced, what prevents some people in your community from using your hospice?

- What suggestions do you have about improving care when cure is no longer possible in your community?

Probes:

Information about available programs

Perception about the quality of available programs

Financial support for individuals who are in need

Family conflict resolution about care when cure is no longer possible Issues about distance

Involvement of clergy/spiritual leaders from your community

Language, religious and cultural concerns

Pharmacy and durable equipment

Views about alleviation from pain and other symptom management

Types of patients who are eligible (Education about admission criteria re: eligible diagnoses)

- What organizations/activities do you actively participate in in your community?

Probe:

In what ways do you participate?

- What kind of system is in place in your hospice to recruit, train, retain and support you and the other paid employees and volunteers who work there?

Probes:

Why did you choose to be involved in the hospice?

Describe how current training addresses the cultural needs of patients, caregivers, hospice employees, and hospice volunteers.

How does the hospice support individuals who work there to maintain their humanity and sanity in their work?

- What kind of technical support and assistance do you and your hospice need? For example, e-mail, computer usage, etc.

- What are your goals/dreams and vision for your hospice during the next three years?
- In what ways could the Palliative Care Resource Network support you in the provision of excellent care when cure is no longer possible in your community?