Appendix B: Population Needs Assessment Questions
Personal Interview Questions for Client Key Informants (Consumer/Patient Group Version)

Good morning/afternoon/evening. My name is __________ of __________ and I am involved with __________ in conducting a survey to learn more about the needs of people when they are making decisions about [insert health problem].

This information will help us to develop better educational materials for people facing these decisions.

All of the information we collect in this voluntary survey will be kept confidential. We’d like your help, it won’t take more than 10 to 15 minutes.

I’m going to give you some examples of health decisions some people [with health problem] face.

For example, some people need to make:

Decisions about ...[insert decisions people with certain health problem may face]
PERCEPTION OF AN IMPORTANT DECISION

1. At this time, what do you think are the most important decisions people with [insert health problem] face?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

2. Let’s focus on one decision...one that you think is important and difficult for patients with [health problem] to make. Which one would you choose?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

3. Let’s talk about the difficulty people have making this decision about [   ]. How do people feel when making this decision?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

[Probe: Do people feel: |_| unsure about what to do    |_| worried what could go wrong    |_| distressed or upset     |_| constantly thinking about the decision    |_| wavering between choices or changing your mind    |_| delaying the decision    |_| questioning what is important to you    |_| feeling physically stressed [tense muscles, racing heartbeat, difficulty sleeping]

4. What things makes this decision even more difficult?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

[Probe: Are people:  |_| lacking information about options, pros and cons    |_| lacking information on the chances of benefits and harms   |_| unclear about what is important to you   |_| lacking information on what others decide   |_| feeling pressure from others    |_| lacking support from others    |_| lacking motivation or not feeling ready to make a decision    |_| lacking the skill or ability to make this type of decision    other]

5. Thinking about this decision, what are the options people face?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

6. What are the main pros (advantages) and cons (disadvantages) of the options?
PERCEPTION OF OTHERS

7. Who else may be involved in making this decision?

[Probe: How are they usually involved in making this choice... are they: □ making the decision for the patient, □ sharing the decision with the patient, □ providing support or advice for the patient to make the decision on their own]

RESOURCES

8. How do people usually go about making such a decision?

[Probe: Do they: □ get information on choices □ get information on how likely the choices are □ consider how important choices are, □ get information on how others decide or recommend □ find ways to handle pressure □ get support from others □ other]

9. What helps people to make this decision?

10. What hinders people (gets in the way of) making this decision?

11. What would be helpful to overcome some of the things that hinder (get in the way of) people’s decision making?
12. I will list possible ways to help some people with a decision, which ones do you think may be useful to people?

- [ ] Counseling from health practitioner, IF YES, what type of practitioner ______________________

- [ ] Discussion groups of people facing the same decisions, IF YES, what type of organization or group ______________________

- [ ] Information materials
  - If yes, type of medium---->  [ ] booklets, pamphlets  [ ] videos  [ ] CD ROMS
  - [ ] Internet
  - [ ] other, specify ______________________

- If yes, who do you think should prepare information about the decision
  - [ ] pharmacies
  - [ ] expert medical and health practitioners
  - [ ] health societies (Cancer Society, Heart and Stroke Society)
  - [ ] government
  - [ ] private companies that produce and sell drugs and health products
  - [ ] consumer associations
  - [ ] insurance companies

CHARACTERISTICS

13. Age Category
   - [ ] teens
   - [ ] twenties
   - [ ] thirties
   - [ ] forties
   - [ ] fifties
   - [ ] sixties
   - [ ] seventies
   - [ ] eighties or more

14. Sex
   - [ ] male
   - [ ] female

15. Duration of experience with health problem _______________

16. Role as key informant regarding this health issue _______________