

**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?

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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?

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

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[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 [Btense muscles, racing heartbeat, difficulty sleeping]

4. What things makes this decision even more difficult?

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[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?

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

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**PERCEPTION OF OTHERS**

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

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[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?**

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[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?**

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

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**11. What would be helpful to overcome some of the things that hinder (get in the way of) people's decision making?**

