

**This is a list of questions you may be asked during the interview which will be filmed and edited.**

**These questions are a guide and they may be adjusted depending on your responses.**

**These questions are designed to help you speak about your experience of deterioration.**

**Sharing your experience will help staff to develop empathy and an understanding of what it feels like to be the patient in this scenario.**

1. Please describe your recent experience at Barwon Health.
2. You mentioned that part of your experienced involved getting sicker, can you tell me how the staff responded to this?
3. What did you think about this response?
4. Did the staff say anything to you?
5. What did you think about this?
6. How did this make you feel?
7. Did the staff acknowledge your feelings and concerns?
8. How did you feel after this experience?
9. Prior to this experience what was your expectations of the care you would receive at Barwon Health?
10. Have you had previous exposure to hospitals, hospital care at Barwon Health, or another facility?
11. Could you describe your previous experiences?
12. Are you aware that Barwon Health has a process for patients and carers to escalate their concerns about a patient's clinical deterioration?
13. Would you be prepared to report your concern to the nursing or medical staff?