

Lived Experience – Currently on Unit Interviewer Guide

Interviewer notes:

- Purpose: In order to provide the best possible mental health services, we would like to know what your experience has been like since your loved one was admitted to {insert name of facility/unit}.
- Explain that all information will be kept confidential and no names (i.e. theirs, doctors, nurses, etc on unit) will be included in any reports. Also state they can skip any questions they are not comfortable answering.
- Recoding – turn recorder on and explain that you are recording interview to make sure you capture the information accurately. Remind again, that no identifying information will be used. Make sure they agree to recording on audio.

1. Why was your family member referred to a behavioural health bed at St. Joseph's?

2. How was the waiting experience for you/your family member?

3. How was the admission experience for you/your family member?

4. What has been your family member's and your experience thus far on the unit?
Probes:
 - General or overall impression?
 - Knowledgeable staff and confident in ability to care and manage?
 - Have your information needs been met?
 - Have you received the emotional support you need?
 - Involvement in decision making – what and your satisfaction thus far?
 - Any comments about the attitudes of people you have interacted with?
 - Perception of safety for your family member?
 - Individual family member's wishes/preferences are taken into consideration?
 - Any indication what your family member's experience is from what they say? Do? – how are they feeling?

5. What are your expectations of the unit?
Probes:
 - What do you hope will happen?
 - Any concerns related to having your family member on the unit? Thinking about discharge?

6. Overall, what has been your experience on the unit to-date?
Rating on scale from 1 (very bad) to 10 (excellent)