

Script for approaching potential interviewees:

Wait List:

Introduce yourself/role on unit.

{insert name of facility} is interested in speaking with care providers of patients waiting for a bed on the {name of unit} unit. In order to provide the best possible mental health services, we would like to speak to you about your experience while your loved one has been waiting to be admitted.

If you agree, we would like to schedule the interview to be done by telephone on a date and time that is most convenient to you. The interview should take 5-10 minutes.

If agree: tell them name of person doing the interview that will be calling them and ask them best phone # to be reached at.

On the unit for approximately 30 days:

Introduce yourself/role on unit.

{insert name of facility} is interested in speaking with care providers of patients currently being cared for on the {name of unit} unit. In order to provide the best possible mental health services, we would like to speak to you about your experience since your loved one was admitted to the unit.

If you agree, we would like to schedule the interview to be done by telephone on a date and time that is most convenient to you. The interview should take 10-15 minutes.

If agree: tell them name of person doing the interview that will be calling them and ask them best phone # to be reached at.

Discharged from unit 2-4 weeks prior:

Introduce yourself/role on unit.

{insert name of facility} is interested in speaking with care providers of patients recently discharged from the {name of unit} unit. In order to provide the best possible mental health services, we would like to speak to you about your experience during the discharge process.

If you agree, we would like to schedule the interview to be done by telephone on a date and time that is most convenient to you. The interview should take 10-15 minutes.

If agree: tell them name of person doing the interview that will be calling them and ask them best phone # to be reached at.