

How to Successfully Interview a Resident to Get to Know the Person and What Matters Most to Them.

PERSON
DIRECTED
CARE

Gathering information helps identify what is currently happening.

DEVELOPING RELATIONSHIPS IS PART OF THE DATA-GATHERING PROCESS



✓ **Try not to sit with anything between you and the person you are interviewing, such as a table or a counter.**

✓ **Find a private setting to do the interview.** Minimize any background noise if possible.

✓ **Sit so that the resident can see your face.** To reduce glare, don't sit with your back to a light source.

✓ **Be sure the person can hear you.** Interview people with hearing impairment using their usual communication devices/ techniques. If you have any doubt about a person's hearing ability, use headphones or a hearing amplifier.

✓ **Introduce yourself.** "Hello Mr./Mrs./Ms./Dr. (surname). "My name is (first name), and I am a (your job title) here at the (community name). How are you?"

WHAT'S IN A NAME?

Asking a person what name he or she prefers to be called is a sign of respect for them and shows that you want to get to know them better. Some ways to do it are: "What would you like me to call you when I say "Hi"? Or "What name do you go by?"

Identifying gaps between what is happening and what should be happening to meet or exceed expectations is the best way to get to the root of the issue.

Moving
to the
Next
Step?

Opportunities for the most meaningful improvements come only after understanding those we care for. Does your community's support operations meet resident's needs and expectations?

"When interviewing residents, let them know what you are doing and why to increase the chances of getting meaningful information." -
Diane Hall, RD

Explain to the person that you are going to ask them questions about a certain topic like dining and that their answers are valuable because they help to improve things for everybody.

Example of a Resident Survey: Dining Satisfaction interview: "I'm going to ask you Yes or No questions to find out if you are happy with your dining experience here at (community name). If you answer 'no' to a question like: 'Do you usually eat and drink what you want to eat or drink?' I am going to ask you why you're not happy and write down the details on what specifically is making you dissatisfied. It really helps the team get to the heart of the problem. Also, if you have suggestions for making improvements, we will write them down so they get reviewed."

Example of a Dining Preferences interview: "We know that eating is important to all of us, so we want to make sure we know what is important to you when it comes to eating. If you would answer some questions on this Preference form about the ways you most enjoy eating your meals and snacks, it would help a great deal to get to know you. Do you have any questions?"

