

Attachment B: Patient Interview Framework

Project: “Effects of hospital building design on patient experiences of care”

Script:

My name is Ahmed Sadek, I am an architect and PhD student at the University of Melbourne. I am working with INSERT SITE on a research project that aim to find out how the hospital building and its design (the way it looks and feels) may affect patients and their experience of care. Understanding how the building is used, your ideas and feelings about the building design, is very important to help architects (who design these spaces) understand the features and elements of the space which are most important to patients and their wellbeing. The outcome of today’s discussion will be used as part of my PhD which I will strive to publish in scholarly articles for others to learn from.

We expect that the interview will take between 30 to 45 minutes. With your permission, the interview will be audio-recorded. We ask that you do not say your full name while the recording is being taken. The recording will be strictly confidential to the researchers. Your name will not be included in any reports from the study. I may use some words that we architects use a lot – I will explain them all for you but please tell me if there is anything that you don’t understand.

Guiding questions:

1. I am interested in the beginning to learn about the things that came to your mind when you first read about the study? Anything relevant to the current hospital building and its design that you think are worth sharing as part of your experience with the building (either positive or negative)?
2. Can you describe your experience with the building when you first visited the hospital? Are there specific architectural features/qualities you feel influenced your stay in the hospital and how?
3. Do you mind sharing your experience as well when you first walked through the treatment space? How did you feel while being in these areas for the first time?
4. What do you think are the most important design aspects to consider when designing the space where you receive chemotherapy treatment?
5. How do you spend your time during the treatment session?
6. If options were provided, where would you prefer to get your treatment? (options to expand this questions include indoor/outdoor, private/shared treatment spaces)
7. How do you spend your time while waiting for your appointment/treatment?
(Further questions can be raised regarding the design considerations of the waiting space depending on the discussion rhythm)
8. What other places do you use in the hospital and how important are these places to you? (e.g. outdoor garden, wellbeing centre)
9. I understand that the hospital is designed in a way to make finding your way around easy. How do you find this? (what are things that you recall as helpful or not)
10. Do you find it is easy to move around the hospital (e.g. are things close by)? What do you think could make this easier for you?
11. Do you use any sources to search for information apart from consulting with medical staff (e.g. library)? What do you think could be improved to enhance and ease **access to such facilities?**