

Sample Cognitive Pretest Interview

This document is based on a study to measure interpersonal processes of care in diverse populations, conducted by CADC faculty. It provides a specific example of how a cognitive pretest interview can be designed to learn how respondents perceive structured questions. The document is organized into two parts.

We include a structured survey (PART ONE) to be interviewer administered, followed by a series of questions/probes for a subset of the questions (PART TWO). The probes illustrate the variety that can be used depending on the issue anticipated by researchers.

- NOTE: items in bold font on the survey are those being probed in the following probe interview.

The pretest questions are a subset questions used in our research to develop an Interpersonal Processes of Care Survey designed to be appropriate for patients of varying race/ethnicity and socioeconomic status.

The accompanying published article describes our methods and pretest results.

- Nápoles-Springer AM, Santoyo J, O'Brien H, Stewart AL. Using cognitive interviews to develop surveys in diverse populations. *Medical Care*, 2006 Nov; 44(11 Suppl 3):S21-30. [PubMed: 17060830]

PART ONE

Sample Cognitive Interview: SURVEY

MEASURING INTERPERSONAL PROCESSES OF CARE IN DIVERSE POPULATIONS

NOTE: Bolded items are those for which probes were developed

[INTERVIEWER DO THE FOLLOWING: Engage the respondent in a conversation about their experience as a respondent in surveys or in interview sessions. Explain that we are conducting interviews to improve the kinds of questions we asked people about their health and about the quality of the health care they receive.]

INTRODUCTION TO THE INTERVIEW

Thank you for agreeing to be in our study. Your answers are strictly confidential and are very important for improving the health care of patients. I would like to begin the interview by asking you some questions about your experiences talking with your doctors during the past year.

(COMMUNICATION-General Clarity)

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
1. How often did doctors speak too fast?	1	2	3	4	5	8
2. How often did doctors use words that were hard to understand?	1	2	3	4	5	8
3. How often did doctors explain things well?	1	2	3	4	5	8
4. How often did doctors ask you if what they told you was clear?	1	2	3	4	5	8
5. How often were doctors easy to understand?	1	2	3	4	5	8

(COMMUNICATION – Limited English Proficiency)

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
6. How often did you have trouble talking to doctors because you don't speak English very well?	1	2	3	4	5	8
7. How often did doctors speak to you in the language you prefer?	1	2	3	4	5	8
8. How often did doctors use an interpreter?	1	2	3	4	5	8
9. How often was communication poor because your doctors did not speak the language you prefer?	1	2	3	4	5	8

(INTERPERSONAL STYLE-Respectfulness (Limited English Proficiency))

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
10. How often did interpreters respect your privacy while you were being examined?	1	2	3	4	5	8
11. How often did doctors ask you what language you wanted to speak in?	1	2	3	4	5	8
12. How often did doctors ask you if you preferred an interpreter?	1	2	3	4	5	8

(INTERPERSONAL STYLE-Patience and Time (Limited English Proficiency))

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
13. How often were doctors patient with you because you do not speak English well?	1	2	3	4	5	8

(COMMUNICATION-Elicitation of and Responsiveness to Patient Problems, Concerns, and Expectations)

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
14. How often did doctors really listen to what you were saying?	1	2	3	4	5	8
15. How often did doctors ask if you have any concerns about your health?	1	2	3	4	5	8
16. How often did doctors give you a chance to say what you thought was important?	1	2	3	4	5	8
17. How often did doctors ask you if there was anything else you wanted to discuss before ending the visit?	1	2	3	4	5	8
18. How often did doctors interrupt you while you were talking?	1	2	3	4	5	8
19. How often were doctors very attentive toward you?	1	2	3	4	5	8
20. How often were doctors unwilling to discuss <u>all</u> of your concerns even if they were not related to the main reason for your visit?	1	2	3	4	5	8
21. How often did doctors look at you when <u>you</u> were talking?	1	2	3	4	5	8
22. How often did doctors really take the time to find out what your concerns were?	1	2	3	4	5	8
23. How often did doctors ignore what you told them?	1	2	3	4	5	8
24. How often were doctors distracted when they were with you?	1	2	3	4	5	8
25. How often did doctors take your concerns seriously?	1	2	3	4	5	8
26. How often did doctors seem bothered if you asked a question?	1	2	3	4	5	8
27. How often did doctors respond to your questions?	1	2	3	4	5	8

Now I'm going to ask you a few questions about things your doctors might have talked to you about in the past year.

(COMMUNICATION-Explanation of Condition and Progress)

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
28. How often did doctors make sure you understood your health problem?	1	2	3	4	5	8
29. How often did doctors explain what was causing your health problem?	1	2	3	4	5	8
30. How often did doctors explain your diagnosis?	1	2	3	4	5	8
31. How often did doctors forget to give you your test results?	1	2	3	4	5	8
32. How often did doctors explain your test results?	1	2	3	4	5	8
33. How often did doctors tell you all you wanted to know about your health?	1	2	3	4	5	8

(COMMUNICATION-Explanations of Processes of Care)

	Yes	No	DON'T KNOW
34. Have you had any medical tests or procedures in the past year?	1	2	8

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
34A. IF YES ON 34: How often did doctors explain <u>why</u> a test or procedure was being done?	1	2	3	4	5	8
34B. IF YES ON 34: How often did doctors explain <u>how</u> the test or procedure is done?	1	2	3	4	5	8

	Yes	No	DON'T KNOW
35. In the past year, did doctors prescribe any medicines?	1	2	8

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
35A. IF YES ON 35: How often did doctors explain clearly to you how to take the medicine (that is, when, how much, and for how long)?	1	2	3	4	5	8
35B. IF YES ON 35: How often did doctors tell you the reason for taking the medicine?	1	2	3	4	5	8
35C. IF YES ON 35: How often did doctors tell you about side effects you might get from your medicine?	1	2	3	4	5	8
36. How often did doctors explain how they came to their conclusions?	1	2	3	4	5	8
37. How often did doctors tell you what they were doing as they examined you?	1	2	3	4	5	8
38. How often did doctors tell you whether or not you needed any follow-up visits?	1	2	3	4	5	8

(COMMUNICATION-Explanation of What To Do For Themselves)

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
39. How often did doctors tell you what you could do to take care of yourself at home?	1	2	3	4	5	8
40. How often did doctors tell you how to pay attention to your symptoms and when to call the doctor?	1	2	3	4	5	8
41. How often did doctors tell you what physical activities you could or could not do?	1	2	3	4	5	8
42. How often did doctors give you advice about your diet?	1	2	3	4	5	8
43. How often did doctors talk to you about what you eat?	1	2	3	4	5	8
44. How often did doctors talk to you about exercise?	1	2	3	4	5	8
45. How often did doctors talk to you about smoking?	1	2	3	4	5	8
46. How often did doctors talk to you about drinking alcoholic beverages?	1	2	3	4	5	8
47. How often did doctors give you information on how to care for your health?	1	2	3	4	5	8
48. How often did doctors tell you where you could get more information about your health?	1	2	3	4	5	8
49. How often did doctors tell you what you needed to do to stay healthy?	1	2	3	4	5	8

(COMMUNICATION-Empowerment)

	Never	Rarely	Some- times	Often	Always	DON'T KNOW
50. How often did doctors make you feel that following your treatment plan would better your health?	1	2	3	4	5	8
51. How often did doctors make you feel that your everyday activities such as your diet and lifestyle would make a difference in your health?	1	2	3	4	5	8
52. How often did doctors praise you on how you were taking care of your health?	1	2	3	4	5	8
53. How often did doctors make you feel confident about your ability to take care of your health?	1	2	3	4	5	8
54. How often did doctors make you feel you are able to keep yourself healthy?	1	2	3	4	5	8
55. How often did doctors make you feel you are able to cope with a health problem?	1	2	3	4	5	8

Now I am going to ask you some questions about how you and your doctors decide about your care. Please remember that we are focusing on the care you have received in the past year.

(DECISION-MAKING: Responsiveness to Patient Preferences)

	Never	Rarely	Some-times	Often	Always	DON'T KNOW
56. How often did doctors try to involve you or include you in decisions about your treatment?	1	2	3	4	5	8
57. How often did doctors ask how you felt about different treatments?	1	2	3	4	5	8
58. How often did doctors ask you about the types of treatment you might prefer?	1	2	3	4	5	8
59. How often did doctors ask you what you thought about their recommendations?	1	2	3	4	5	8
60. How often did doctors and you work out a treatment plan together?	1	2	3	4	5	8
61. How often did doctors take your opinions about your treatment into account?	1	2	3	4	5	8
62. How often did doctors talk to you about the advantages and disadvantages of the treatment plan?	1	2	3	4	5	8
63. How often did you and your doctors agree about your treatment?	1	2	3	4	5	8

(DECISION-MAKING: Consideration of Patient's Ability to Comply with Treatment)

	Never	Rarely	Some-times	Often	Always	DON'T KNOW
64. How often did doctors ask if you felt comfortable with the suggested treatment?	1	2	3	4	5	8
65. How often did doctors ask if you would be able to do the suggested treatment considering your personal situation?	1	2	3	4	5	8
66. How often did doctors take into account your daily routine when deciding on a treatment plan?	1	2	3	4	5	8
67. How often did doctors take into account your financial situation when deciding on a treatment plan?	1	2	3	4	5	8
68. How often did doctors try to work something out with you if you could not do the recommended treatment plan?	1	2	3	4	5	8

PART TWO

Sample Cognitive Interview: QUESTIONS & PROBES

MEASURING INTERPERSONAL PROCESSES OF CARE IN DIVERSE POPULATIONS

We are trying to understand the questions we asked to make them easier to understand and clearer to people. One way we can do this is to talk with people like you about the questions AND about how you formed your answers. It will help us to see how well questions are working.

This is very different than most interviews and it may take a few questions for you to get used to it. But just take your time. There are no right or wrong answers, whatever you think about each question is what I need to know.

The way we will do this is I will ask you several questions about certain items from the survey.

(COMMUNICATION - General Clarity)

- 1. I asked you how often doctors use words that were hard to understand. Why are doctors' words sometimes hard to understand? [P. 1, Q2]

- 2. I asked you how often doctors ask you if what they told you was clear. How does it make you feel when a doctor asks you if what they told you was clear? [P. 1, Q4]

- 3. I asked you how often doctors were easy to understand. What do doctors do to make it easy to understand them? [P. 1, Q5]

(COMMUNICATION - Elicitation and Responsiveness)

4. When I asked you how often doctors gave you a chance to say what you thought was important, you answered (read answer [P. 2, Q16]). What were you thinking of as you picked your answer?

5. I asked you how often doctors are attentive toward you. What does being “very attentive” mean to you? [P. 2, Q19]

6. When I asked you how often doctors were unwilling to discuss all of your concerns even if they were unrelated to the main reason for your visit, how did you know they were unwilling? [P. 2, Q20]

7. I asked you how often doctors look at you when you are talking. How does it make you feel when doctors look at you when you are talking? [P. 2, Q21]

8. I asked you how often doctors take your concerns seriously. What does the phrase “take your concerns seriously” mean to you? [P. 2, Q25]

9. When I asked you how often doctors seem bothered if you asked a question, you answered, (read answer [P. 2, Q26]). Why did you pick this answer?

(COMMUNICATION – Explanation of Condition and Progress)

10. I asked you, “how often doctors make sure you understand your health problems.” Did you find this question offensive? Why or why not? [P. 3, Q28]

11. I asked you how often doctors tell you all you want to know about your health. What are the main things you would want to know about your health from your doctors? [P. 3, Q33]

(COMMUNICATION – Explanation of Processes of Care)

12. I asked you if you have had any medical tests or procedures in the past year. What did you think of when I said “medical tests or procedures?” [P. 3, Q34]

13. When I asked you how often doctors explain how they came to their conclusions, what do you think I meant by “how they came to their conclusions?” [P. 3, Q36]

14. I asked you how often doctors tell you whether you need follow-up visits. What does “follow-up visit” mean to you? [P. 3, Q38]

(COMMUNICATION – Explanation of Self-Care)

15. What kinds of things would you want a doctor to tell you about “what you could do to take care of yourself at home?” [P. 4, Q39]

16. What came to mind when I asked how often doctors give you advice about your diet? [P. 4, Q42]

17. What came to mind when I asked how often doctors talked to you about exercise? [P. 4, Q44]

18. How is the phrase “give you advice about (i.e. diet, exercise)” different from the phrase “talk to you about (i.e. diet, exercise)”?

(COMMUNICATION – Empowerment)

19. I asked you how often doctors make you feel that following your treatment plan would better your health. What does “better your health” mean to you? [P.4, Q50]

20. I asked you how often doctors made you feel confident about your ability to take care of your health. What does “feel confident about your ability to take care of your health” mean to you? [P.4, Q53]

21. I asked you how often doctors made you feel you are able to cope with a health problem. What does “cope with a health problem” mean to you? [P.4, Q55]

(DECISION-MAKING – Responsiveness to Patient Preferences)

22. One question was: How often did doctors ask you how you felt about different treatments? And you answered (read answer [P.5, Q57]). Could you tell me why you picked this answer?

23. One question was: How often did doctors ask you about the types of treatments you might prefer? What does the “types of treatments you might prefer” mean to you? [P.5, Q58]

24. When I asked you how often you and your doctors “work out a treatment plan together,” what came to mind? What does that mean to you? [P.5, Q60]

25. What do you think I meant when I asked you how often your “doctors take your opinions about your treatment into account?” [P.5, Q61]

(DECISION-MAKING – Consideration of Patient’s Ability to Comply)

26. I asked you how often doctors ask you if you felt “comfortable with the suggested treatment.” What do you think I meant by that? [P.5, Q64]

27. I asked you how often doctors take into account your daily routine when deciding on a treatment plan. What do you think I meant by that? [P.5, Q66]
