Directions for Interviewer

Thank you for helping us to collect stories from nursing home residents and their families about staffing in nursing homes!

Below is information to guide you before, during and after the interview.

1. Before
The interview may be recorded by audio, video or in writing.

For the interview, you will need:

- a waiver form
- the survey questions
- a recording device, video camera (could be on a smartphone) or notebook

Make sure the resident you are talking to is in a quiet, private place for a conversation. If not, ask him or her if s/he would like to move to a better place to talk.

2. During
Use the script below or feel free to adapt it.

I’m NAME with ORGANIZATION, and I wondered if you would you be willing to talk with me for a few moments?

I’m here today to hear from residents about staffing—more specifically, to hear from you about how the number of staff—like nurses and aides—make a difference in the care you receive. I’m doing this as part of a project for a national organization called the Consumer Voice that works to improve care for nursing home residents. The Consumer Voice is working on a Nursing Home Staffing Campaign and wants to find out what residents think about how the amount of staff in a nursing home affects the care being received. Would you be willing to answer a few questions? We would love your opinion.

We would share your answers with the public and members of Congress. But we don’t have to identify you if you don’t want us to. If you want - we can call you [Mr. /Mrs. RESIDENT’S LAST INITIAL] and we won’t identify your nursing home - just the state you’re in.

Does that sound ok?

- If yes: Then I just need to ask you to sign this form, which says it is ok for the Consumer Voice to share what you tell me today.
We would also like to take your picture, but only if you’re alright with that. Your picture would be used along with your answers and be shared with the public and members of Congress. Is it ok for us to take your picture today?

- **If no:** What if I just asked you a few multiple choice questions and you didn’t have to give us your name at all. Would that be ok?
  - **If the resident says yes:** Ask questions #1-#6.
  - **If the resident says no:** Thank him or her and end the conversation about the interview.

I just have 6 questions to ask you. Do you have any questions before we get started?

### 3. After

- Thank the resident.
- If the resident said that there are not enough staff and indicated that staffing is a problem:
  - Make sure they know about the ombudsman program and have contact information. If appropriate, ask the resident if s/he would like you to call the ombudsman on his/her behalf.
  - Tell the resident about the Nursing Home Staffing Campaign and what we’re trying to do. Give the resident the consumer fact sheet and the postcard. Ask if the resident wants to support getting more nursing assistants and nurses in nursing homes. If so, ask if the resident would like to fill out the postcard. Collect the postcard and mail it to the Consumer Voice if the resident completes the card.
  - Ask if the resident knows any other residents who might be good to talk to.
  - Thank the resident again.
- Send your notes, audiotape or video and the card, if signed, to:
  - National Consumer Voice for Quality Long-Term Care
  - 1001 Connecticut Ave, NW, #425
  - Washington, DC 20036
  - ATTN: Robyn Grant
  - OR rgrant@theconsumervoice.org

**Thank you again for your assistance! We couldn’t do this project without people like you!**