Nursing Home Staffing: Interview Questions for Residents

Interviewer: First I’m going to ask you some questions and for most of them, I’ll give you some choices of answers to pick from.

1. Do you feel that there are enough nurses and nursing assistants on duty to meet your needs?

Circle resident response:

Always
Usually
Sometimes
Rarely
Never

If answer is “Always” or “Usually” skip to Question # 3

2. If you believe there are not always enough nurses or nursing assistants available to give you help when you need it, when does this occur?

Circle resident response:

Daily
Weekly
Nights and/or Weekends
Occasionally

3. On average, how long does it take for a nurse or nursing assistant to respond to a request for help and give you the help you need?

Circle resident response:

0-5 minutes
6-15 minutes
16-25 minutes
More than 25 minutes
4. What's the longest you've ever had to wait for help?

5. Has a nurse or nursing assistant ever told you that they could not help you when you needed it because they were short of staff or were too busy?

   *Circle resident response:*
   
   *Yes*
   *No*

6. In general, how satisfied are you with the number of nurses and nursing assistants on duty at any given time?

   *Circle resident response:*
   
   *Extremely satisfied*
   *Satisfied*
   *Dissatisfied*
   *Extremely Dissatisfied*

   **Interviewer:** I have one final question and would really like to hear about your experience related to staffing.

7. If individual answered Always or Usually to Question #1:
   Earlier you told me that there are generally enough nurses and nursing assistants to give you the help you need. Why do you feel there are enough staff?

   **OR**

   If individual answered Sometimes, Rarely, or Never to Question #1:
   Earlier you said that there are not always enough nurses or nursing assistants available to give you help when you need assistance.
a. What makes you say that there are not enough nurses or nurse aides on duty?

b. Can you share an example of when there were not enough staff to meet your needs?