

What is Important for Patients Admitted to Mental Health Care?

Interview to Test Two Questionnaires

A. Information

Name, Position at the Norwegian Institute of Public Health (FHI).

FHI is conducting a research project on patient experiences with inpatient mental health care (PHV) in collaboration with researchers at the Research and Development Department at Akershus University Hospital (Ahus).

To make the surveys as effective as possible, we aim to shorten the questionnaire to make it easier to complete. Therefore, we wish to understand what is important for patients when they are admitted. We have developed two questionnaires and would like to receive your feedback on how it feels to complete them.

Participation is voluntary. We will not collect any background information about you.

Your responses will be treated confidentially and will not be shared with staff.

B. Instructions Before Completion

When filling out the questionnaires, please consider the following:

- Is the questionnaire easy to understand and answer?
- Is it easy to find suitable answer options?

You are welcome to think aloud while completing the questionnaire or write down any comments you have.

(The participant is given the questionnaire - record the time taken to complete it).

C. Instructions After Completion

Do you have any immediate comments about the questionnaires and the process of filling them out?

What are your thoughts on the information provided about completing the questionnaires?

What are your thoughts on the two introductory texts? Were they easy to read and understand, or was anything unclear?

If you compare the two questionnaires:

- Which questionnaire was easiest to answer?
- In which questionnaire was it easiest to find suitable response options?
- Which questionnaire best captured what you consider important when admitted?

We have asked about three themes: structure and facilities, patient-centered interactions, and outcomes.

Were any of these themes more difficult or easier to assess or select when considering the most important aspects?

Thank you very much for participating. Your feedback is extremely valuable for our future patient experience surveys!