# T6.1.f Health service program coordinator interview questions

These questions are for discussion with the health service program coordinator involved in recruitment and selection of patients for WoSSP (for example, Hospital Admissions Risk Program coordinator).

Begin by acknowledging the role of health service program/staff team in setting up WoSSP patient-centred curriculum process.

1. What has this process of integrating the WoSSP program with the [insert health service program] meant for you practically?

*Probes:* *What have you had to put in place or adapt: time and staff resources, systems and processes, patient contact.*

1. We have some criteria for WoSSP patient selection. Could you tell us a little bit about what informed your thinking on patient selection?
2. What have been the biggest challenges for you and your staff team in working with the WoSSP program this year?
How have you managed those challenges?
3. Has your involvement in WoSSP influenced your own healthcare practice? If so, how?
4. Can you identify any potential challenges or benefits from the WoSSP program for:
	* [insert health service]
	* your team
	* patients
	* students
	* the local community
5. In your conversations with patients, what reflections have they made to you about their involvement in the WoSSP program?
6. Has there been any additional health benefits to patients and/or in their healthcare management as a result of the WoSSP program?
7. We currently have scope in WoSSP for two patient encounters. Given the complexity of patient healthcare needs is there any scope to build on this, for example, additional encounters, supervision strategies, other activities?
8. What suggestions do you have to improve the WoSSP program for student rotations?
9. Are there any other comments you’d like to make?