

Interview Exercise for Providers



Think about times you have been a consumer of health or mental health services. Have there been both positive and negative experiences?

What were the characteristics of the positive experiences when you consider:

- Environment
- Staff interactions
- Provider interactions
- The care itself

What were the characteristics of the negative ones when you consider:

- Environment
- Staff interactions
- Provider interactions
- The care itself

Have you ever ended or avoided services with a particular health or mental health provider?

What contributed to your decision to end or avoid services?