

GUIDE FOR INTERVIEW

RESEARCH: CAREGIVER PERSPECTIVES ON INPATIENT SERVICE QUALITY AT HANOI CHILDREN'S HOSPITAL

Name of Interviewer:

Hospital:

Date and time:

1. Introduction

My name is _____ and as a member of research team “*Caregiver perspectives on inpatient service quality at Hanoi Children’s Hospital*”. I would like to ask you some questions about your opinions and feelings when your child is at Hanoi Children’s Hospital, as well as your thoughts on health care services and the support from health workers.

We hope to use the results of this research to improve the quality of health services for children. The interview should take about 30 minutes. If you agree, I will record our conversation. The purpose is to get all the content of our conversation. I assure you that all content of this interview will remain confidential. If you agree to this interview and the tape recording, please read and sign this consent form.

Before we start, I would like to remind you that there are no right or wrong answers in this interview. We are interested in knowing what you think, so please feel free to share your point of view. It is very important that we hear your opinion.

2. Guiding questions

- 1) I would like to start by having you briefly describe yourself and your family (*Prompts: place of living, job, education, number of children*)
- 2) Could you tell me about the reason why your child was admitted to Hanoi Children’s Hospital (Prompt: health problem of your child, time of hospital admission, length of stay, reason why you chose *this hospital*)?
- 3) How are your feelings and emotions when your child is in Hanoi Children’s Hospital? (*Prompts: feelings and emotions when the child is in Hanoi Children’s Hospital, why so, problems with your child's health at this moment*)
- 4) What are your opinions on different dimensions of health services at the hospital (*prompt:*

dimensions include: tangibles, reliability, responsiveness, assurance, empath. What aspects are you satisfied with? What makes you unsatisfied, and why so?

- 5) How satisfied are you with the support of health workers (Prompts: What aspects are you satisfied with? What makes you unsatisfied, and why so?)
- 6) What are your expectations from hospital? (*Prompts: expectation on different dimensions of health services, expectation on health worker' support and their communication*)

INFORMED CONSENT FORM

This informed consent form is for caregivers of children admitted to Hanoi Children's hospital who we are inviting to participate in research titled "*Caregiver perspectives on inpatient service quality at Hanoi Children's hospital*"

This Informed Consent Form has two parts:

- Information Sheet (to share information about the study with you)
- Certificate of Consent (for signatures if you choose to participate).

Part 1: Information Sheet

Introduction

I am, member of the research team, "*Caregiver perspectives on inpatient service quality at Hanoi Children's Hospital*". I will provide you with information and invite you to participate in this research. This consent form may contain words that you do not understand. Please ask me to stop as we go through the information, and I will take time to explain

Purpose of the research

We would like to know your experiences and your opinion about the health services of Hanoi Children's Hospital when your child is admitted to this hospital. The results of this study might help to improve in health services for children

Participant selection

You are being invited to take part in this research because you are caregivers of children, and your experiences and your opinions towards the health services of the hospital

Voluntary participation

Your participation in this research is entirely voluntary. It is your choice whether to participate. If you choose not to participate, it will not affect the health services that your child receives at this hospital. You may change your mind later and stop participating even if you agreed earlier.

Procedures

We are inviting you to take part in this research. If you accept, you will participate in an interview with me. During the interview, you can choose a comfortable place, and I will sit down with you. If you do not wish to answer any of the questions during the interview, you may say so, and I will move on to the next question. No one else but I will be present unless you would like someone

else to be there. The information recorded is confidential, and no one else except research members will access to the information documented during your interview. The entire interview will be tape-recorded, but no one will be identified by name on the tape. The recorded information is confidential, and only research members will have access to the tapes.

Risks

You do not have to answer any question if you feel the question(s) are too personal or if talking about them makes you uncomfortable.

Benefits

There will be no direct benefit to you, but your participation is likely to help us find out more about how to improve the quality of health care services for children.

Confidentiality

The information we collect from this research project will be kept private and not shared with or given to anyone except research members.

Sharing the results

The knowledge that we get from this research will be announced to the hospital, and it will be reported in my report and my manuscripts

Who to contact

If you have any questions, you can ask me now or later. If you wish to ask questions later, you may contact of the following:

Nguyen Thi Binh An

Thang Long University

Email: anntb@thanglong.edu.vn

This proposal has been reviewed and approved by the research commission of Thang Long University It has also been reviewed by the Ethics Committee of Thang Long University

Part II: Certificate of Consent

I have read the foregoing information. I have had the opportunity to ask questions about it and any questions I have been asked have been answered to my satisfaction. I consent voluntarily to be a participant in this study

Print Name of Participant: _____

Signature of Participant: _____

Date: _____

Statement by the researcher

I confirm that the participant was given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of my ability. I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

Print Name of Researcher: _____

Signature of Researcher: _____

Date : _____