Interviewing: More Than a Conversation

Presented by:
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Definitions

- **Interviewing**: A formal meeting in which one or more persons question, consult, or evaluate another person.

- **Conversation**: An informal interchange of thoughts, information, etc., by spoken words; oral communication between persons.

Source: Dictionary.com
Why Interview?

- Self-report is the single most reliable indicator of these topics.
Current Issues

- Techniques
- Attitude of interviewer
- Resident mood interview vs. staff observation
- Best practices
Preparing to Interview

Set the stage
- Minimize distractions
- Take resident to a quiet private place (Family Dining Room?)
- At a minimum, with their permission... close the door.
- Eliminate background noise
- Pay attention to lighting and prevent glare
Preparing to Interview

Prepare to Listen

- With all the projects you need to work on, it can be easy to get distracted when interviewing residents.
- It is natural for us to pick and choose what we will hear.
- Don’t allow interruptions - cell phone, etc
- Learning how to develop good listening skills will provide you with stronger relationships.
Preparing to Interview

Make the choice to listen

- Stay tuned into your body language
- Nodding your head, smiling, and eye contact will go a long way to let a resident know you are listening.
- Avoid doing things like checking the time, playing with your cell phone, and fidgeting.
- Avoid crossing your arms, legs, creating barriers between you and the resident.
Body Language

- 60 – 93% of all language is non verbal
- Monitor your own non verbal communication
- Observe the resident’s non verbal communication
- “Attending” posture
- Convey understanding through mirroring
Preparing to Interview

Be sure the resident can hear what you say

- Don’t mumble or rush,
- Articulate clearly
- Ask about hearing and communication devices
- Use amplifier if indicated
- Assist as needed
- Ask if they would like an interpreter: language or signing
Resident Voice

Amplifier
Preparing to Interview

Establish rapport

- Ask resident where they prefer you sit so they can see and hear you.
- Increase comfort by disclosing some personal information.
- Respond to issues or feelings that arise.
- Demonstrate unconditional positive regard.
Interviewing

Ready...Set...Smile...

- Introduce the topic; explain that you are going to ask a series of questions.
- Let them know that these questions are designed to be asked of everyone to make sure that nothing is missed.
- “Some may seem easy, some may seem hard”
Interviewing

Ready...Set...Smile...

- Highlight what you will ask.
- Explain that their answers will help the care team develop a care plan that is appropriate for them.
Interviewing

Show and Tell the item responses

- Helpful for older adult to hear and see
- Verbally review and show written
- Large clear print
- They can respond verbally, point to the answer or both
Resident Voice

Preferences for Customary Routine and Activities

- Very important
- Somewhat important
- Not very important
- Not important at all
- Important, but can’t do or no choice

Cue Cards
Interviewing

- Ask the questions as they appear
- Use a nonjudgmental approach
- Don’t be afraid of what they might say, you’re there to hear it
- If the resident becomes sorrowful or agitated, sympathetically respond to his or her feelings
- Allow emotional expression even if it makes you uncomfortable
Interviewing

- Recognize the importance of any emotional responses
- Respond to the resident’s need. This is more important than finishing the interview quickly
- Actively listen
- Paraphrase, clarify and echo
- Questions and responses can give insights
Interviewing: Record

Record the resident’s response

- Do not try to interpret what the resident means, clarify it to make sure you’re recording their response, not just what you think it should be (minimize interviewer effect)
- Do not try to talk a resident out of an answer
- Follow rules in each section for when to consider an item not completed and when to use secondary data sources
He who speaks first, loses

Silence:
- My advice to all interviewers is: Shut up and listen. It’s harder than it sounds.
- An interview, properly considered, should be an investigation.
- You shouldn’t know what the interview will yield. Otherwise, why do it at all?

Source: How to Interview Someone
By Errol Morris
Volunteer from the audience
Your turn
Discussion
Switch
Discussion
Summary
Becoming an Active Listener

There are five key elements of active listening. They all help you ensure that you hear the other person, and that the other person knows you are hearing what they say.

- Pay attention.
- Show that you are listening.
- Provide feedback.
- Defer Judgment.
-Respond Appropriately.
Summary

- By actively listening to the residents, we were able to get to know some of them better in one hour, and on a significantly deeper level, than the staff who had been taking care of them for several years.
“And what is as important as knowledge?”

Asked the mind.

“Caring and seeing with the heart”

Answered the Soul.

Flavia Weeden
Interviewing Resources

- Appendix D
- Vive Video/YouTube
- http://www.mindtools.com/CommSkll/ActiveListening.htm
MDS Resources

- If you require further assistance, you may submit your question to your State RAI Coordinator listed in Appendix B or
- Submit your question to Q&A mailbox at: MDSQuestions@cms.hhs.gov.