

SOCIAL SUPPORT STAFF INTERVIEW

IMPQ6



Introductory comments

- 1) Recalling what the IMPAKT study is about, is there anything in particular you'd like to say before we go through these questions?

Information and Communication

- 2) Could you describe the key issues that patients seek your assistance with? Aboriginal and Torres Strait Islander patients?.
- 3) In your view, are patients here well informed about their illness and treatment options?
- 4) How do you determine whether or not a patient is understanding your communication with them?
- 5) What options do you have if you are concerned that the patient is not understanding you sufficiently?
- 6) Have you ever worked with an interpreter with a patient?

Social dimensions of treatments

- 7) In your experience have you noticed patterns of choice for one treatment over another among particular groups of patients (age, gender, ethnicity)
- 8) In terms of social or psycho-social adjustments, what is your personal view on the relative merits of available treatment options? For Aboriginal/Torres Strait Islander people? (e.g. PD, HD, Tx,)
- 9) What are the most common psycho-social responses associated with dialysis treatments? Have you noted patterns associated with particular groups of patients.
- 10) In your experience do patients have difficulties with costs associated with any aspects of these treatments? (consider medications/transport/accommodation)
- 11) How- if at all - do you think treatment location (home/satellite/hospital) affects patient access to transplant ?
 - a) *In your experience what sort of issues do Aboriginal/Torres Strait Islander people find most difficult about their treatments?*
 - b) *Are you aware of any particular cultural issues that come up for patients needing these treatments?*

Transplantation

- 12) Do you have a role in assessing patient suitability for Tx?
- 13) Are you aware if individual patients are on the transplant waiting list?
- 14) Could you describe your role in preparing a patient for Tx?

- 15) Do patients discuss the idea of Tx with you? What about Aboriginal or Torres Strait Islander patients? Are some patients more likely than others to ask? (i.e. younger, female etc)
 - 16) Do you actively promote Tx to the patients in your care?
 - 17) In general, do you think this site/unit actively promotes the idea of Tx to all suitable patients?
 - 18) What kinds of reasons do Aboriginal/Torres Strait Islander people provide for being either keen on or against the idea of Tx.
 - 19) In your experience how have Aboriginal or Torres Strait Islander people responded to and managed transplantation?
 - 20) Have any Aboriginal or Torres Strait Islander patients raised the issue of a LRD with you?
 - 21) What - if any – do you think are the barriers to Aboriginal/TI patients from this unit/site getting a Tx? Given the chance, what would you change?
- c) *Are you personally comfortable discussing (non-clinical) aspects of transplantation with patients and families?*
 - d) *Are there any particular issues that might make it difficult or even impossible for you to provide information on transplantation to Aboriginal or Torres Strait Islander patients and their families?*
 - e) *Do you prefer to be involved or not involved in that decision-making?*
 - f) *Have any Aboriginal or Torres Strait Islander patients raised the issue of a LRD with you?*
 - g) *What sort of understanding do you think there is in your own community about transplants (what means, how get kidney etc).*

Compliance

- 22) Would you say that compliance with treatments is an issue for any particular groups of patients here (age, gender, ethnicity)?
 - 23) What - if anything – is your involvement in managing or responding to patients that regularly misses dialysis treatments?
 - 24) Do patients with compliance problems seek or initiate assistance from you?
 - 25) In your experience here, what sort of circumstances lead to patient being non-compliant?
 - 26) How – if at all - is a patient's pattern of compliance/non-compliance documented?
 - 27) Is there an agreed review process for patients who have difficulty with compliance?
 - 28) As far as you are aware, how does compliance impact on Tx potential?
- h) *In your experience, what sort of circumstances lead to Aboriginal/Torres Strait Islander patient being non-compliant?*
 - i) *Would you usually participate in managing Aboriginal/Torres Strait Islander patients who regularly misses dialysis treatments, medications or appointments?*
 - j) *What sort of strategies do you try (or recommend)?*

System & context

- 29) Would you like to make any comments on the map of the local process involved in getting a patient to transplant from this site.
- 30) Does this dept/institution/unit have policies on social/cultural diversity?
- 31) Does it have policies on interpreter use?
- 32) Does it have policies addressing equity issues?
- 33) Would you say these policies are reflected in service delivery?
- 34) Do you think this unit/department deals fairly with clients? With Aboriginal/Torres Strait Islander clients ?
- 35) Do you think this unit/department deals fairly with staff? With Aboriginal/Torres Strait Islander staff?
- 36) What has been your main source of information in dealing with Aboriginal/Torres Strait Islander clients ?