NBC Patient Interviews/Journey Mapping

Draft 2.25

We would like your feedback on your experience in our clinic. We want this interview to be an honest conversation about your experience. There are no right or wrong answers and you won’t hurt our feelings! We will share the themes of your feedback so we can try to improve our process, but we won’t share any specific, individual information unless you want us to. If there are issues that arise that you would like to keep confidential, please let us know. We hope to learn from this process but we don’t (yet) have a magic wand, so you may have some ideas that we won’t be able to adopt right away. The interview should take about 45 minutes to an hour.

1. Tell us about your experience with New Beginnings. How did you hear about us or how did you get referred to see us?
2. Take me through an average clinic visit.
   1. What is it like to call the health center for a question or to schedule an appointment?
   2. What is it like when you check in at the front desk?
   3. How long do you have to wait for your visit? Is it worth it? Do you get bored? Frustrated?
   4. What is it like when you walk into an exam room?
   5. How does it feel when you are asked to leave a urine sample? Is that stressful? Do you ever feel judged by being asked to leave a sample?
   6. What is it like when you talk to our nurse case manager?
   7. What is it like when you talk to our mental health provider?
   8. What is it like when you talk to the resident doctor? Do you know who is a resident and who is a supervising doctor?
   9. What is it like when you talk to the supervising doctor?
   10. Is it important to you to see the same doctor every visit? Do you think your providers know you well?
   11. What is the check-out process like?
   12. What is it like when you go to the lab?
   13. What is it like when you go to the pharmacy?
   14. What is it like when you leave clinic?
   15. What is your experience with phone or video visits?
   16. Our system isn’t perfect. When you have a question, are you able to get in touch with your provider? What is your experience like with the call center?
   17. How do you feel before a clinic visit with us? During a visit? How do you feel after?
   18. What’s the most stressful part about coming to clinic?
   19. What do you like the most?
3. There is still a tremendous amount of stigma around substance use and mental health issues in healthcare. Have you ever felt judged by someone in clinic or at the hospital?
4. What has been your experience with residential treatment or other community recovery support?
5. Have you had interactions with CPS, Drug Dependency Court, Sonoma County Jail, Public Health Nursing? How did you experience our team’s role within those interactions? Were we advocates? Were there ways we made things harder for you?
6. Did you feel ready to have your baby? What were you scared about? What did you feel prepared for?
7. What’s your experience like as a parent in NBC? Do you have time to ask about normal baby stuff? Are your questions answered?
8. If you could wave a magic wand, what would be different about our clinic?