

Draft Interview Protocol & Peer Review Reflection

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IN4MATX 281 User Needs Analysis

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Protocol One: Office Associates

Introduction

Hello, my name is Ruby Boyle. Let me tell you a little but more about me and this project. I am in a graduate program at UC Irvine studying Human Computer Interaction and Design. Part of this program is understanding people and service through observing and interviewing. I would like to know more about the communication and technology used at the practice. To be clear, I'm collecting this data for an academic project and none of your information will be shared outside class discussion. Because of the nature of the medical field, I will be asking questions in a general context and focusing on the intercommunication within the practice.

Opening Questions

- Can you walk me through what a typical day at the front desk looks like?
- What are your main responsibilities?

Transition

Okay, now I have some more questions about how appointments are made here.

Topic | Making an appointment

- Can you walk me through the different ways of making an appointment here?
 - What do you think about the appointment system being used?
 - What do you like or dislike about it?
- What do you usually consider when you help schedule appointments?
 - What is the main form of communication this is done by?
 - Are there challenges when scheduling?
- Overall, do you feel this process be improved in any way?

Transition

Thank you for answering my questions regarding the scheduling process. Now I have some general questions about the check in process and communication used.

Topic | Check in process

- What is the check in process typically like?
- What forms of communication are used to notify someone a patient has checked in?
 - How do you know who to notify?
- What technology is used in this process?
 - Do you have any pain points with that technology?

Closing Statements

- Thank you so much for your time, your insights were incredibly helpful towards the progression of my project. Do you have any questions for me?

Protocol Two: Nurses/Physicians Assistants

Introduction

Hello, my name is Ruby Boyle. Let me tell you a little but more about me and this project. I am in a graduate program at UC Irvine studying Human Computer Interaction and Design. Part of this program is understanding people and service through observing and interviewing. I would like to know more about the communication and technology used at the practice. To be clear, I'm collecting this data for an academic project and none of your information will be shared outside class discussion. Because of the nature of the medical field, I will be asking questions in a general context and focusing on the intercommunication within the practice.

Establishing Questions

- Do you have typical days at work, or do they vary greatly depending on the day?
 - Can you walk me through what a typical day is for you?
- What do you enjoy the most about your day?

Transition

Okay, now I have some general questions about the technology and communication for the skin prick testing process.

Topic | Conducting testing

- In general, how is skin prick allergy testing conducted?
- Who and how many roles are usually involved when testing?
 - How does the team usually communicate when they do the test?
 - With these roles communicating, what technologies or communication techniques are used?
- In general, how does the analyzation process work?
- How does the interpreter and recorder usually communicate during an analysis?
 - Are there any digital tools being used?
 - If so, which and how?
- How does the team work together to inform the patient about the test results?

Transition

Thank you for answering my questions about that process. Now I just have some additional questions about the general communication within the practice.

Topic | General Communication

- How would you describe the general communication styles within the practice?
- How do nurses and doctors communicate for the duration of a patient visit?
- How is technology utilized for communication between doctors and nurses?
 - What are these forms of communication?
 - How do you feel about the communication process?
 - In general, are there pain points to this process that you think could be improved?
- From my visits, I noticed there are computers in each exam room, in general how are computers typically used during a patients visit?
 - How does this benefit or not benefit the collaboration between nurses?

Closing Statements

- Thank you so much for your time, your insights were incredibly helpful towards the progression of my project. Do you have any questions for me?

Peer Review Reflection

My interview guide improved greatly from my peer feedback. This was primary because of the depth of the comments and thoughtfulness from my peer. The group I have for this class is very organized and is great at giving and taking constructive feedback. The main comments that helped me adjust my questions were regarding broadening the question. This was helpful because of my knowledge gain from the observations, there were some things I was assuming and that reflected in my questions. Having a peer who has not physically observed my field site aided in an objective view on the context of the questions. They also pointed out that my language was too academic and needed to be more conversational. This was helpful because I started writing my questions with the mindset that I should put as many medical terms as possible to aid in me being perceived more knowledgeable when interviewing. I was able to take a step back and analyze the feedback to remind myself that I am there to get information and listen to the interviewee. The feedback was also helpful to not be so narrow to start a grouping of questioning. It is better to start with a *how* and be general, then let their response lead to the follow up questions that I may need to ask. I was staring my group of questioning with too many assumptions and by changing the phrasing, I think this will lead to more insights. I also added in more questions based on emotion as well. I added a way to incorporate how something makes an interviewee *feel*. By asking these types of questions it can play on emotion

and show as an interviewer that I want to hear what they have to say. I think overall this peer review experience has been great and more collaborative than how past assignments have felt. I think we all worked together well, and I was able to comprehend the reasoning for this assignment better. I also enjoyed giving feedback. I think this helped me reframe my own interview structure as well to be able to see how others were organizing it. I look forward to conducting the interview itself and feel more confident because of my peer's input.