



Creating questions



- Semi-structured/probes
 - How would you describe or define quality rheumatology care?
 - **Probing:** What would you consider to be its current successes?
 - **Probing:** What would you consider to be current opportunities for improvement (what is missing, or are there areas where the system is failing)?
- Natural flow/logical sequence of questions
- Easy questions first

How did you feel about the nursing care you received while in the hospital?

- Conversational
 - Open-ended questions (What were....)
 - Open-ended phrases (Please describe....)

- Familiar words, easy, clear, short

More Difficult Word	Use Instead:
Regarding	About
Facilitate	Ease
Consolidate	Combine
Proximity	Near

- Direct and one-dimensional

- Non-leading
 - What problems do you have in your team?
 - Please describe your team environment...
- Important questions in the middle
- End with a “do you have anymore comments” or “anything else to add” type question.