Creating questions
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- **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....)
Creating questions

- Familiar words, easy, clear, short

<table>
<thead>
<tr>
<th>More Difficult Word</th>
<th>Use Instead:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regarding</td>
<td>About</td>
</tr>
<tr>
<td>Facilitate</td>
<td>Ease</td>
</tr>
<tr>
<td>Consolidate</td>
<td>Combine</td>
</tr>
<tr>
<td>Proximity</td>
<td>Near</td>
</tr>
</tbody>
</table>

- Direct and one-dimensional
Creating questions

- 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.