

## Participating in Interviews for Quality Improvement

Thank you for considering allowing us to interview you to improve the care we provide at our Family Health Team. Participation in this interview is completely voluntary. If you choose to participate in the interview, you may choose to decline answering any of the questions you do not wish to answer or halt the interview at any time without any effect on your care at St. Michael's Hospital.

This document is meant to let you know the kind of information we are looking for, how that information will be used, and how we will protect your privacy. Your consent to the process is implied if you agree to participate in the interview after reviewing this document.

### What should I expect?

- This interview will take [insert approximate time]
- We will be asking questions about [insert content here]
- Please let us know if you'd like TTC tokens to support you to get back and forth to this interview.

### How will my information be used?

The information you give us will allow us to make improvements to our Family Health Team clinics. Note that the St. Michael's Hospital Academic Family Health Team has six clinics:

- Family Practice Unit at 61 Queen
- Health Centre at 80 Bond
- Health Centre at 410
- St. James Town Health Centre
- St. Lawrence Health Centre
- Sumac Creek Health Centre

Although you may provide feedback about your experience at one of these clinics, we may use your feedback to improve the care we provide at all six clinics. We may also share what we learn with other teams across the province, country or internationally, so that they can also improve care for their patients. We may share our learning in the form of posters, oral presentations, or articles in journals. In all of these cases, your privacy will be maintained as described below. If during the course of the interview you become distressed, please let us know and we can have you see a member of our health care team.

### How will we protect your privacy?

We will make every effort to make sure the information you provide us is kept private and confidential in accordance with all applicable privacy legislation. Notes we take during the interview will be stored in a secure electronic folder on the hospital computer network. These notes will only be looked at by the improvement team.

During the interview, we encourage you not to reveal any information that could identify yourself, or others. If we present or publish our results, we will take care not to include any information that reveals your identity. All participant information will be grouped together so that no one person can be identified.

Please let us know at the end of the interview if you are interested in finding out more about how we use your information to improve care. We would be happy to share our results with you once we have completed the work.

If you have any questions about this process, please feel to contact [\[insert contact information\]](#)