

## **INSTRUCTIONS FOR INTERVIEWERS**

# QODD: INSTRUCTIONS FOR INTERVIEWERS

## University of Washington School of Medicine

### 1. Text to be read to respondent

a. All information that is to be read to respondents (instructions, questions, response options) is in lower case, **bolded** font.

b. Response options that should be read to patients are preceded with an ellipsis:“....”. Read all the response options before pausing for an answer. In the example below, the interviewer would read “less than 1 hour, 1 to 4 hours, 4 to 8 hours, or 8 or more hours” before pausing for a response.

Example: On the days that you saw your loved one, what was the most time you spend with him/her?....  
Less than 1 hour            1-4 hours            4-8 hours            8 or more hours  
1                                    2                                    3                                    4

c. Response options that do not need to be read to respondents are in UPPER case, non-bolded font. In these cases, the respondent will provide the answer without being read the response options. YES/NO responses are generally of this type.

Example: At any time during the last seven days of Mrs. Johnson’s life, did she/he talk with you in a way that you could understand her?

1            YES  
2            NO

d. Numbers associated with response options should not be read to respondents; they are for coding purposes.

e. Blanks beginning with “X \_\_\_\_\_” are to be filled in with the patient’s name.

Example: “The next set of questions asks about the quality of X \_\_\_\_\_’s experience of dying and death” should be read as “The next set of questions asks about Mr. Jones’s experience of dying and death”.

f. Choose the appropriate pronoun from phrases like “he/she” or “him/her”.

Example: “In the last seven days of his/her life, how often did x \_\_\_\_\_ listen to music?” should be read as “In the last seven days of her life, how often did Mrs. Johnson listen to music?”

### 2. Directions to the interviewer

a. Directions to the interviewer are enclosed in parentheses and are in UPPER case, *italicized*, non-bolded font. This includes directions about using response cards, marking answers and following skip patterns.

Example: “First, I will be asking you how often Mr. Jones experienced each item using a scale where 0 is “none of the time” and 5 is “all of the time”. (SHOW CARD #1)

### **3. Special instructions:**

a. Prompts: The QODD items are made up of two parts. In Section A, the first part asks, “How often?” and the second part asks “How would you rate this aspect?” In Sections B,C, and D, the first part asks “Did \_\_\_\_\_ happen?” and the second part asks, “How would you rate this aspect?”.

It may be necessary to add some prompts to help respondents with the second part of the question. In these prompts, the interviewer repeats the body of the question. For example, for the question about spending time with other family and friends, it may be necessary to ask the second part as “How would you rate this aspect of the dying experience, that is, spending time with family and friends”. This kind of prompt is appropriate whenever the interviewer feels that the respondent is having difficulty remembering the referent for the item or is straying from the topic.

Another prompt which may be needed throughout the QODD redirects the respondent’s attention to the response card. This is needed at times when the respondent has information to share about the question but is not providing a rated or scaled response. Some helpful statements are:

- “Overall, what would that be on this scale here?”
- “Using this card, how would you rate that?”
- “Which number best fits?”

b. Verbal Cue Cards: Some respondents may have difficulty with the rating response scale used in part B of each item. If respondents are having difficulty picking values or deciding on the meaning of the values, it might be useful to try the “Verbal Cue Card #2” which assigns a verbal label to each value on the 10 point scale. This should be used only after the unlabeled version (Card #2) has been tried unsuccessfully.

c. Skip patterns: In Section A, if respondents answer “don’t know” or refuse to answer part A of a question, then the interviewer should skip part B and go on to the next question. Part B should be coded “888”. We are assuming that if the respondent doesn’t know if a particular experience occurred or does not want to answer part A, then it is unlikely that he/she will be able or willing to rate how it went. Note: items that are skipped as directed in the questionnaire are always coded “888”.