

Appendix 3: Interview and focus group questions

National Mental Health Commission Spotlight Project on Person-centred care and consumer directed care

Sample questions for interviews and focus groups with Consumer, carer and community groups

- 1) What is your understanding of the terms person-centred care and consumer directed care?
- 2) What is your experience of person-centred care principles in receiving care, or the way care is offered to consumers?
- 3) How does person-centred care influence the consumer's role in decision making about care?
- 4) What is your experience with consumer-led care principles in receiving or organising care?
- 5) How does consumer-led care influence the consumer's perspective and role in decision making about care?
- 6) What do you see as the similarities and differences between person-centred care and consumer directed care? These differences might include how safety, dignity and risk are understood and responded to.
- 7) How do current mental health laws (such as treatment orders) influence person-centred care and consumer-led care being put into practice?
- 8) What are the barriers to achieving PCC/CDC principles in mental health care services? What can be done to shift thinking and practice towards these principles?
- 9) What do you think the best way to know if these ways of providing care are effective?

**National Mental Health Commission Spotlight Project on
person-centred care and consumer directed care report**

**Sample questions for interviews and focus groups with
service provider organisations and representatives**

- 1) How does your organisation use/interpret the terms 'person-centred care' and/or 'consumer directed care'?
- 2) In thinking about these concepts how does your organisation incorporate person-centred care principles into service delivery?
- 3) How does person-centred care influence decision making by consumers, clinicians and carers?
- 4) How does your organisation incorporate consumer-led care principles into service delivery?
- 5) How does consumer-led care influence decision making by consumers, clinicians and carers?
- 6) What do you make of the potential similarities and/or differences between person-centred care and consumer-led care? These differences might include how safety, dignity and risk are understood and responded to at the point of care.
- 7) How do current legislative approaches to mental healthcare influence person-centred care and consumer-led care implementation?
- 8) What are the barriers to achieving PCC/CDC principles in mental health care services? What can be done to shift thinking and practice towards these principles?
- 9) How can we best measure the effectiveness of PCC or CDC?