

## WHAT DO YOU ALREADY KNOW?

### WHAT DO YOU WANT TO KNOW?

Which hypotheses do you want to test?

Long waiting of documentation

Dissatisfaction of food

Strong regime in the departments

Lack of time for the meeting with relatives

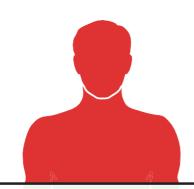
Which insights are missing?

Could you please tell about the care provided by nurses?

What do you think, how could be solved the problem with the feeding in hospital?

Could you tell your view concerning lines before the procedures?

### **USERS**



Which types of users do you want to interview?

Patients
hospitalized in
Clinic

**CONCRETE QUESTIONS** 

FACTS Who, what, where, how?

How old are you?

Could you please tell about your occupation and work experience?

#### **OBJECTIVES** Why?

What could be done to improve your satisfaction of medical services?

Which services need to be improved?

Please tell us how satisfied you are with hospitalization?

#### **EMOTIONS** How did you feel?

How do you feel during hospitalization?

What do you mostly like during hospitalization? What do you mostly dislike?

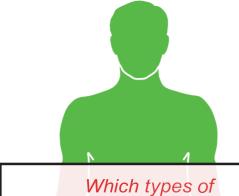
How could be improve services in clinic in your opinion?



Could you please tell about your experience on collecting the documents for hospitalization?

Could you please tell about your experience of discharge?

# **EMPLOYEES AND OTHER STAKEHOLDERS**



which types of employees and interested parties do you want to interview?

Nurses

**CONCRETE QUESTIONS** 

FACTS Who, what, where, how?

How old are you?

Could you please tell about your work and experience with interacting with patients?

### **OBJECTIVES** Why?

What could be done to improve the quality of medical services?

Which services need to be improved?

Please tell us how satisfied patients are with hospitalization?

#### **EMOTIONS** How did you feel?

Could you share the opinion on patients experience on hospitalization in this clinic?

How could be improves nursing services?

Do conflict situations exist with patients?

What is your experience on working in this clinic?

#### **IDEAS** How can this be improved?

What could be done to decrease the number of complaints from the patient? What could be done to improve Patient satisfaction?

Adapted from Service Design Toolkit 2019 https://www.servicedesigntoolkit.org/downloads.html