

Root Cause Analysis: Patient Interview Questions

COPD Foundation

1. What do you think caused you to come back to the hospital?
2. Tell me what has happened since you were last here?
3. When did you start feeling worse?
4. What symptoms did you have – shortness of breath, increased sputum, cough, fever?
5. What did your doctor say at your office /medical home visit?
6. How did you get to your doctor's office/medical home visit? Transportation?
7. If you have home health care, when did the nurse come to your home?
8. What medications did you get at the pharmacy since you went home? How did they make you feel?
9. Were you able to pay for your medications?
10. Were there instructions for your medications that you did not understand?
11. Show me how you use your inhaler.
12. Which inhalers did you use? How many times in one day?
13. Did you use the nebulizer to lessen your symptoms? What happened?
14. How often do you use your nebulizer?
15. How much exercise or walking have you done each day?
16. Was your sputum thicker than normal? What color was it?
17. If you called your physician, what did he or she tell you to do?
18. Are you still smoking? If you are, when did you start after you left the hospital?
19. How many pillows do you use at night? Do you sleep in a chair or recliner?
20. How far can you walk without feeling short of breath?
21. Who is your main support person?
22. Do you have pets? Where do they sleep?