

INTERVIEW BASICS

Forms for the *PELI-Mid Level* and *PELI-Full* assessment include brief instructions. This tip sheet offers additional **guidance for training staff and volunteers** who will conduct the *PELI* preference interview. While a full *PELI* interview typically takes 30 minutes in one sitting, a series of three 10-minute interview sessions over several days can accomplish the same goals. *PELI* interviews provide an opportunity to get to know your residents and to **build insight, relationships, respect and trust**.

TRAINING INTERVIEWERS

The champion for *PELI* in your community may serve as a “coach” for those who will conduct preference interviews. **Useful training topics** to consider are:

- ✓ the purpose of *PELI* interviews
- ✓ scheduling procedures
- ✓ materials to have on hand
- ✓ interviewing techniques and tips

Ideally, the champion would first conduct a *PELI* interview with a resident while the trainee observes. Next, the trainee would conduct a resident interview while the champion observes and then privately offers constructive feedback.

If staff time for interviews is limited, consider **training volunteers** to conduct preference interviews. Volunteers are likely to find that leading these interviews offers a meaningful and rewarding way to connect with residents.

INTERVIEWING TIPS

Setting & conditions

- ⇒ Select a **comfortable, private** setting.
- ⇒ Sit so that the resident can **see your face**. Minimize glare by directing light sources away from the resident’s face.
- ⇒ Make sure the resident can **hear you**. Residents should use their usual hearing aids or other communication devices. If the resident can’t hear you, try headphones or a hearing amplifier.
- ⇒ Print the last page from the *PELI*, which is a list of the response options printed in large font; hand it to the resident to use during the interview.

Questions to ask, interactions

- ⇒ If a resident says he or she can **no longer do a particular preference**, say: “I want to know about every activity that would be important to you if you could do it with assistance or support.” Select *Important, but can’t do or no choice* when the resident indicates that the topic is important, but he or she is physically unable to participate, or has no choice about participating while staying in the nursing home due to nursing home resources or scheduling.
- ⇒ Be careful **not to “put words in the mouth”** of the interviewee.
- ⇒ Give each person **time to collect their thoughts** and explain preferences.
- ⇒ **Offer prompts**, as needed: “Is there anything you’d like to add?” “Can you say more about that?”
- ⇒ Be sure to **thank the nursing home resident**, family member or friend at the end of each interview session. Let them know that the information will be used to help plan their care and daily activities.

Don’t approach the preference interview as if it’s a task for the interviewer or the resident. Preference interviews are a **meaningful opportunity to personalize care** and focus time and resources that will help residents feel happy, cared for and comfortable with daily life.