

**INSPIRED Program Hopes & Expectations Interview Guide**

**Pre** *(to be asked by the COPD educator (RRT/RN) during their first clinical visit)*

What are your hopes and expectations for the INSPIRED Program?

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Is there anything we can do to help you be better prepared to manage your (or your loved one's) COPD?

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**Post** *(to be asked by the RRT/RN during the 3<sup>rd</sup>/final scheduled follow-up call)*

At the beginning of the program, when I asked you about your hopes and expectations for INSPIRED, you told me that *(summarize what is included above)*.

Now that we are coming to the end of our scheduled visits and phone calls, have your hopes and expectations have been met? Why? Why not? \_\_\_\_\_

*[Or, if the participant didn't have any hopes and expectations at the start, we can skip this question]*

Is there anything else we can do to help you to feel more prepared to manage your (or your loved one's) COPD in the future? \_\_\_\_\_

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Please think back over the last 6 months and think about the care you (or your loved one has) have received for your COPD. Please rate your experience with the programs or services you have received over the past 6 months. Overall, did you find the programs/services to be:

Very Unhelpful	Somewhat Unhelpful	Neither Helpful nor Unhelpful	Somewhat Helpful	Very Helpful
1	2	3	4	5

What do you think made it (helpful/unhelpful) for you? What do you think is missing or would improve INSPIRED? Is there anything we can do to make the INSPIRED Program more helpful in the future?

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