

Rapport, Sensitivity, and Proxy Reporting: Questions about End-Of-Life Planning and Interviewer-Respondent Interaction

Dana Garbarski¹

Nora Cate Schaeffer^{2,3}

Jennifer Dykema³

¹Center for Women's Health and Health Disparities Research,
University of Wisconsin-Madison

²Department of Sociology, University of Wisconsin-Madison

³University of Wisconsin Survey Center

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Rapport in the survey interview—previous research

- Rapport varies in its conceptual definition
 - Perceptions of actors, e.g., affiliation
 - Individual utterances and behaviors, e.g., empathy, laughter
 - Properties of the interaction, e.g., coordination in talk
- Unclear when rapport enhances or inhibits data quality
 - Task-oriented vs. personal style of interviewing



Rapport in the survey interview

- Rapport requires a comprehensive conceptual and operational review
 - Attention to opportunities for creating and maintaining rapport within constraints of standardization



Rapport as an interactional phenomenon

- We examine interactional rapport as:
 - Content of utterances
 - Sequence of utterances
- We examine the contexts in which the dimensions of rapport act in concert with the goals of standardization in order to obtain codable answers

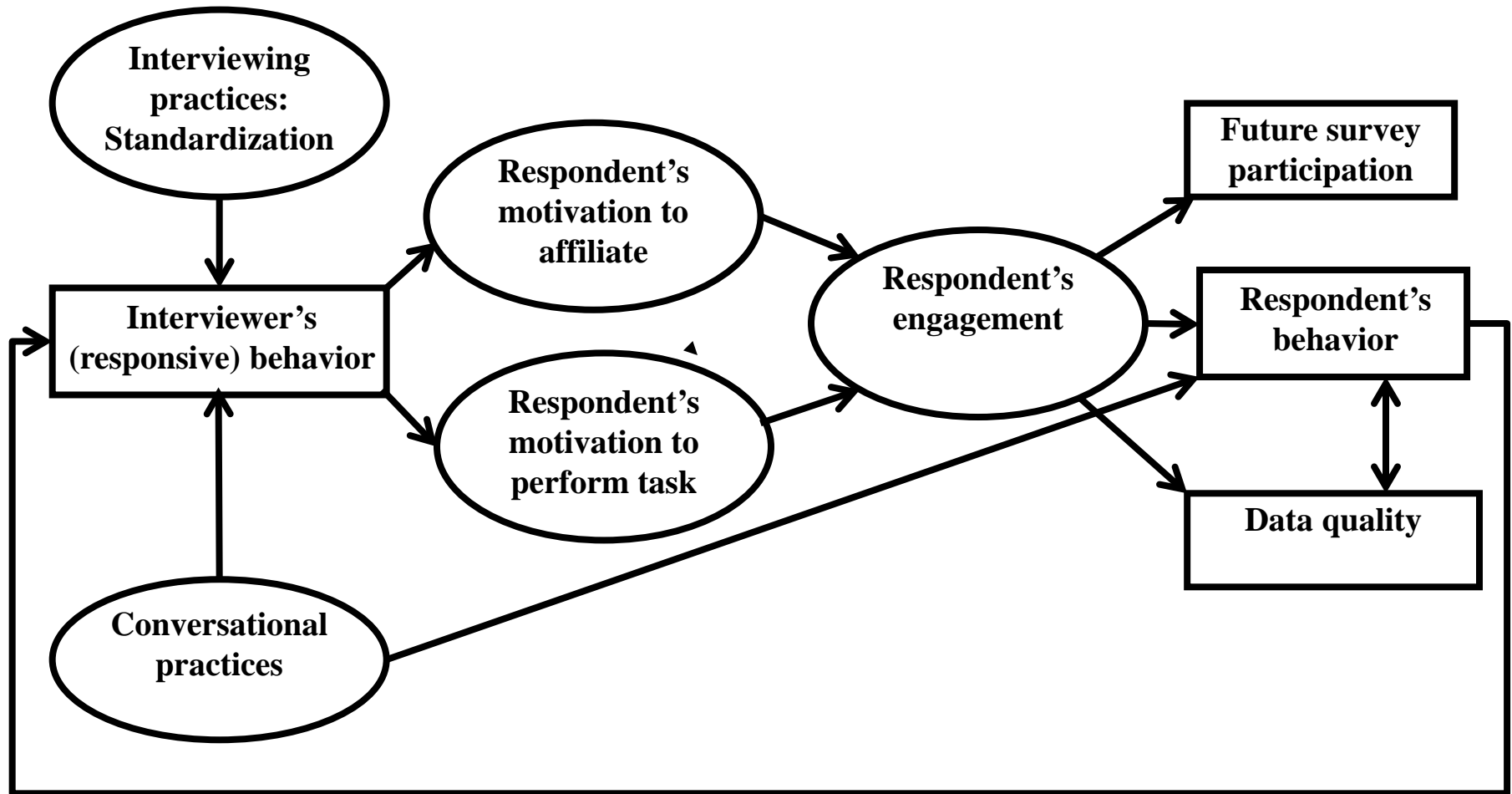


Dimensions of interactional rapport

- Global concept of rapport refined to recognize different roles and goals of actors
- We focus on two actor-specific concepts
 - The interviewer's responsiveness
 - The respondent's engagement
- Distinct concepts are inherently interactional
 - Interaction reveals where opportunities arise to display these orientations



Conceptual model: Components of rapport, response, and participation



End-of-life planning and preferences

- Questions about
 - Estate planning
 - Health care plans and preferences
- Complex questions
 - Jargon
 - Complicated response options
 - Past, present, future
 - Multiple family members
 - Proxy reports
 - True value may have changed over time



End-of-life planning and preferences

- Sensitive
 - Unpleasant thoughts
 - Questions imply expectation
 - Age makes this a timely topic
 - Asymmetry in ages of INT and R and disclosure of information



Data

- 2004 wave of the Wisconsin Longitudinal Study
- Analytic sample for quantitative analysis
 - Criterion: Provided a saliva sample when requested a few years later
 - Simulated case-control design matched on propensity to provide saliva sample
- Use first random replicate of 15 pairs for descriptive analysis



Methods

- Descriptive analysis
 - Line-by-line coding of
 - Content of utterances
 - Structure and placement of utterances
- Contextualized description of dimensions of interactional rapport
 - The interviewer's responsiveness
 - The respondent's engagement



Results

- The interviewer's responsiveness
 - Verifications and linkages across questions
 - Following up uncertainty
 - Following up uncodable answers
 - Accounting for behavior
- The respondent's engagement
 - Reports and elaborations
 - Uncertainty
 - Topic
 - Project line of questioning
 - Continuer tokens
 - Emphatic or double answers



Verification, linkages across questions

Excerpt 1, INT=F, R=F

2 I have you discussed your health care plans and preferences with anyone?

2 R my husband and the kids

3 I ok so who would the first person be you said your husband?

3 R yeah



Following up uncertainty

Excerpt 5, INT=F, R=F

11 I have you made any legal arrangements for someone to make decisions about your medical care if you become unable to make those decisions yourself?

11 R uh you know I did a few years ago but I don't know if that would it it you know things have changed

11 I mhmm

11 R over the years so probably na it's not up to date

11 I so would you say yes or no then

11 R um no

11 I ok



Potential missed opportunity to follow up uncertainty

Excerpt 9, INT=M, R=M

5 I is there anyone else with whom you've discussed these preferences and plans?

5 R our children

5 I ok and who um just all your children in in general?

5 R yes

5 I ok

5 R I don't know that we discussed it as much as we made them aware of it

5 I ok

5 R no decision on their part



Accounting for behavior

Excerpt 15, INT=M, R=M

29 I and how strictly would your spouse want you to follow her wishes?

29 R strictly

29 I ok I I have to read the rest of the question

29 R ok

29 I I'm sorry um would she like you to strictly follow her wishes or do what you think is best even if your preferences are different from her own? and you said strictly follow is that correct?

29 R mhmm



Elaborations with introduction to the task

Excerpt 16, INT=M, R=M

1 I uh now I am going to ask some questions about the later years in life um have you made plans about the types of medical treatment you want or don't want if you become seriously ill in the future?

1 R yeah I don't want you know I don't wanna keep ya alive you know I got a what do ya call it a living will

1 I oh ok uh all right so all right we'll ask some more questions about those

2 I um have you discussed your healthcare plans and preferences with anyone?



Joking and laughter

Excerpt 20, INT=M, R=M

24 I um now I am going to ask two questions about your end of life treatment preferences suppose you had a serious illness today with very low chances of survival uh first what if you were mentally intact but in severe and constant physical pain? would you want to continue all medical treatments or stop all life prolonging treatments?



Joking and laughter

Excerpt 20, INT=M, R=M (continued)

24 R well if I didn't have no chance I wanna stop everything yeah

24 I uh ok just says a very low chances of survival?

24 R yeah man

24 I so

24 R I always say throw me in the river you know

24 I {L}

24 R {L}

24 I so for with very low chances you've wanna stop too is that correct?

24 R yeah

24 I ok



Summary

- Examine rapport displayed within the content and sequential nature of the interaction
- When and where the opportunities arise—or are missed—for interviewers to be responsive and respondents to display engagement
 - Operationalization of both presence and absence of interactional rapport



Summary

- Mutual influence of the interviewer's responsiveness and respondent's engagement
- The interviewer's responsiveness
 - Align with or enhance goals of standardization when employed skillfully
 - Increase the motivation of respondents to work hard, display misunderstandings—which may lead to more nonparadigmatic interactions
 - Implications for rapport, standardization, and data quality depend in part on how interviewers handle conversational practices that enter the survey interview



Next Steps

- Code features of responsiveness and engagement (among others) and compare against criteria of
 - Continued survey participation: participation in later saliva sample
 - Data quality: compare reports about spouses' end-of-life treatment preferences to spouses' reports



Next steps

- Within- and between-person heterogeneity in the force behind behaviors that are displayed—or not
 - Nonparadigmatic sequences offer opportunities to display responsiveness and engagement
 - “Mhmm” displays listening
 - Reciprocated laughter
- Baseline measure to account for differences across actors
- Code micro-level, but aggregate to describe interaction-level rapport



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Thank You!

For copies of this presentation or more information, contact:

Dana Garbarski

dgarbars@ssc.wisc.edu

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www.uwsc.wisc.edu

Additional excerpts



Missed opportunity to follow up uncertainty

Excerpt 8, INT=M, R=M

19 I and do you have a revocable trust?

19 R um revocable trust oh I I I don't
um I don't know I forgot what that
was

19 I ok



Tuning followup of hypothetical response option

Excerpt 11, INT=M, R=F

- 7 I and how well does this person understand your preferences and plans for future medical treatment?
- 7 R very well
- 7 I okay so would you say extremely well or somewhat well?
- 7 R extremely well he has a copy



Projecting the line of questioning

Excerpt 17, INT=F, R=F

9 I so who would the next person be and?

9 R that would be (FF)

9 I (FF) ok

9 R and extremely

9 I ok

9 R would be his answer to

9 I ok and I'm sorry to ask you with a question but I can do it quickly

10 I how well does this person understand your preferences and plans from future medical treatment? and you said extremely well is that correct?

