Attachment D. Baseline key contact semi-structured interview guide

Form Approved  
OMB No. 0935-XXXX  
Exp. Date XX/XX/20XX

*Site:*

*Key contact:*

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| 1. Introduce RED leadership team and the study hospital implementation team present during call   * Implementation team, those people representing the various constituencies (nursing, case management, hospitalists, etc). |
| Possible participants:  ReEngineered Discharge Executive Sponsor: **[Insert Name]**  ReEngineered Discharge Project Manager: **[Insert Name]**  QI and Safety Organization Contact: **[Insert Name]**  Nursing Contact: **[Insert Name]**  Social Worker Contact: **[Insert Name]**  Outpatient Care Management Contact: **[Insert Name]**  Trainee Representative Contact: **[Insert Name]**  Others: |
| 1. Discharge planning process review   * What did you learn about the current discharge process at your hospital? * Did anything surprise you? * What are the highlights you found while conducting a process mapping plan for your hospital discharge? * What major root cause issues did you identify by reviewing readmission events? |
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| 2. Re-engineered Discharge project goals, deployment timeline, and planning   * What are your project goals? Success criteria? * What is your projected timeline? * Where in hospital do you plan to implement? * By how much would you like to reduce the readmission rates at your hospital? * What are anticipated potential barriers to implementation? Discuss possible actions that could be taken during the implementation visits to overcome potential barriers. * What mechanism do you plan to use to collect the required patient outcome data? |
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| 3. IT Implementation plan   * Discuss how the workstation can be implemented and/or integrated into your EMR. * What adaptations are needed? * What specific hospital branding would you like made? |
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| 5. Staff Training   * Identify who will be conducting RED discharge process, both at hospital discharge and post-discharge phone call * Existing staff or hire new staff * How many staff necessary * Training timeline |

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