Attachment D. Baseline key contact semi-structured interview guide

Form Approved
OMB No. 0935-XXXX
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*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).
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| 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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