

## Attachment D. Baseline key contact semi-structured interview guide

Site:

Key contact:

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| <p>1. Introduce RED leadership team and the study hospital implementation team present during call</p> <ul style="list-style-type: none"><li>• Implementation team, those people representing the various constituencies (nursing, case management, hospitalists, etc).</li></ul> |
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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:

<p>1. Discharge planning process review</p> <ul style="list-style-type: none"><li>• What did you learn about the current discharge process at your hospital?</li><li>• Did anything surprise you?</li><li>• What are the highlights you found while conducting a process mapping plan for your hospital discharge?</li><li>• What major root cause issues did you identify by reviewing readmission events?</li></ul>
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<p>2. Re-engineered Discharge project goals, deployment timeline, and planning</p> <ul style="list-style-type: none"><li>• What are your project goals? Success criteria?</li><li>• What is your projected timeline?</li><li>• Where in hospital do you plan to implement?</li></ul>
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<ul style="list-style-type: none"> <li>• By how much would you like to reduce the readmission rates at your hospital?</li> <li>• What are anticipated potential barriers to implementation? Discuss possible actions that could be taken during the implementation visits to overcome potential barriers.</li> <li>• What mechanism do you plan to use to collect the required patient outcome data?</li> </ul>
<p>3. IT Implementation plan</p> <ul style="list-style-type: none"> <li>• Discuss how the workstation can be implemented and/or integrated into your EMR.</li> <li>• What adaptations are needed?</li> <li>• What specific hospital branding would you like made?</li> </ul>
<p>5. Staff Training</p> <ul style="list-style-type: none"> <li>• Identify who will be conducting RED discharge process, both at hospital discharge and post-discharge phone call</li> <li>• Existing staff or hire new staff</li> <li>• How many staff necessary</li> <li>• Training timeline</li> </ul>

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