Attachment D. Baseline key contact semi-structured interview guide

Site:

Key contact:

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?

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?

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?

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