

Attachment L: Patient Interview Guide

OVERVIEW:

The purpose is to capture the patient perspectives on their initial hospitalization and the challenges in making the transition from receiving health care in the hospital to the primary care setting.

PARTICIPANTS:

Respondents will include primary care patients who have been recently hospitalized. Ten patients from each primary care site will be interviewed, for a potential maximum of ninety patients. The convenience sample will be selected from primary care patients who have been discharged from general adult medical units (not the ICU or surgical patients) without a terminal diagnosis. The patients participating in this research must be proficient in English for the primary care sites in Boston and Denver (Cambridge Health Alliance, Kaiser Permanente Colorado, and nearby independent primary care sites); the patients participating in this research must be proficient in English or Spanish for the primary care sites in Los Angeles (Altamed and the nearby primary care site).

MATERIALS:

In order to complete the data collection instrument, each primary care patient will be provided the Project Summary for Re-engineered Visit for Primary Care (AHRQ REV). The interviewers will have the data collection instrument and laptop for interviewer note taking.

INSTRUMENT AND ADMINISTRATION:

Each primary care patient will be interviewed by a nurse or community health worker (CHW) from the primary care staff via telephone within ten days of hospital discharge. The interviewers for the Los Angeles primary care sites will be proficient in both English and Spanish. English and Spanish language versions of the instrument were developed and tested successfully in the pilot.

Oral consent script

The clinical interviewer will be asked to obtain consent with the following language:

We are working to improve how we care for our patients and are participating in project - funded by the federal agency the Agency for Healthcare Research and Quality (AHRQ), Department of Health and Human Services (DHHS) - called Re-engineered Visit for Primary Care (AHRQ REV). This project is looking at how we can improve care for patients that have recently been discharged from the hospital. This project is different from other studies that you may have been asked to participate in, including the Hospital Consumer Assessment of Healthcare Providers and Systems (CAHPS).

Would you be willing to answer some questions about your recent hospitalization and the care you've had since being discharged?

[If yes, continue]

Great. Before we begin, please know that your participation in this interview is voluntary and you may skip any questions you prefer not to answer. There are no expected benefits or risks to your participation in this interview, and your personal information will be kept confidential and not be shared outside of this project. This interview is expected to take about half an hour. Do you have any questions?

[Answer any questions from the patients, then continue]

Given what we have discussed, are you still willing to be interviewed?

Interview questions

1. Please tell me, in your own words, why you were recently in the hospital.
2. What was your biggest concern when you left the hospital?
3. Can you describe the first few days after you left the hospital?
4. What has gone well?
5. What have been the most challenging issues for you?
6. Since you left the hospital, have you received any care or support to help you better manage your condition(s)? (e.g. phone call, home visit; education, medication management, etc.)
 - a. What was that care/support like?
 - b. Who provided the care or support?
 - c. When did that occur?

[If the patient has already seen their primary care doctor, have them answer questions seven and eight]

7. When you came in for your primary care visit, did you have to tell your doctor or did your doctor already know about your hospital stay?

8. Did your doctor have a good understanding of what happened to you in the hospital before the visit or did you have to tell him/her what happened?
9. Since you left the hospital, have you received any care or support to assist you with any of your non-medical needs? Such as:
 - a. Transportation?
 - b. Nutrition?
 - c. Housing?
 - d. Other
10. Are there any suggestions that you have on how your care can be improved?

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 5600 Fishers Lane, Rockville, MD 20857.