

## **Attachment M: Community Agency Interviews**

### **OVERVIEW:**

The purpose of the community agency interviews is to provide a more complete picture of the care transitions process.

### **PARTICIPANTS:**

For each primary care site, five staff members will be interviewed from different community agencies, which will likely include an aging services organization, a visiting nurse association, and a visiting nurse association specific to mental health. Consideration will be given to recruit different types of staff roles (e.g. manager, social worker, etc.) from different types of organizations based on services offered and the frequency with which they interact with the primary care site.

### **MATERIALS:**

In order to complete the data collection instrument, each participant will be provided the Project Summary for the 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:**

Instructions: The interviewer (one of the project investigator staff) will ask these questions, which will be answered directly by the community agency staff.

1. Please describe your role at your agency.
2. What patients and/or patient groups are eligible to receive services from your agency?
3. What do you think the major problems are that your clients have after being discharged from the hospital?
4. What services does your agency provide to improve hospitalized patients' transition out of the hospital? Can you clarify what services are provided during hospitalization, immediately post-discharge, and follow-up care in the community?
5. How does your staff work with their counterparts at [PRIMARY CARE PRACTICE]?

6. What percentage of your joint clients with [PRIMARY CARE PRACTICE] are new as of the past six months (roughly)?
7. Do you receive notifications from the hospital or [PRIMARY CARE PRACTICE] about your clients' recent hospitalizations?
8. Once you are aware about their hospitalization, what services do you offer, and when do you offer them?
9. What staff members do you interface with most frequently at [PRIMARY CARE PRACTICE]?
  - a. How do you communicate with them? How frequently?
  - b. What barriers or obstacles are there to communicating or coordinating services with the providers at [PRIMARY CARE PRACTICE]?

Public reporting burden for this collection of information is estimated to average 60 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.