

**Part 1. Interview Tool: Patient perspectives on reasons for readmission**

“My name is <<>> and I am working with a team which is trying to understand why patients come back to the hospital after they go home. I’d like to ask you some questions about how things went after your last hospitalization, and what ideas you have about how things might have gone better.”

Who was interviewed? Patient: <sub>1</sub> Caregiver: <sub>2</sub> Both: <sub>3</sub>

1. Did you have a follow-up visit scheduled to see a doctor or nurse before you came back to the hospital? YES <sub>1</sub> NO <sub>2</sub> Don’t know <sub>3</sub>
2. Were you able to attend your scheduled visit (not an urgent care visit) before you came back to the hospital? YES <sub>1</sub> NO <sub>2</sub> NO VISIT SCHEDULED <sub>3</sub>

“Now, I would like to ask you some questions about your communication with the doctors and nurses who took care of you when you were getting ready to leave the hospital last time.”

3. When you were getting ready to leave the hospital last time, how often did they give you enough time to say what you thought was important?
  - Always     Often     Sometimes     Rarely     Never     Don’t know or refused
4. When you were getting ready to leave the hospital last time, how often did you feel pressured by them to have a treatment you were not sure you wanted?
  - Always     Often     Sometimes     Rarely     Never     Don’t know or refused
5. When you were getting ready to leave the hospital last time, how often did they ask if you might have problems actually doing the recommended treatment (for example, taking the medication correctly)?
  - Always     Often     Sometimes     Rarely     Never     Don’t know or refused

“Now, I’m going to read some statements about when you left the hospital last time and ask if you agree or disagree”

6. “When I left the hospital, I understood what I was supposed to do to take care of myself.”
  - Strongly agree     Agree     Disagree     Strongly disagree     Don’t know or refused
7. “When I left the hospital, they took my preferences into account when they decided on the plan for my care.”
  - Strongly agree     Agree     Disagree     Strongly disagree     Don’t know or refused

“Next I would like to ask you about some problems that you might have faced after you left the hospital last time. I will read some more statements and ask if you agree or disagree.”

8. “After I left the hospital, I had difficulty taking each of my medications correctly every day.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused
  
9. “After I left the hospital, I did not know how to contact my doctor if I needed to.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused
  
10. “After I left the hospital, I had difficulty with transportation to my doctor’s appointment or other tests.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused
  
11. “After I left the hospital, I had difficulty meeting basic needs such as food and shelter.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused
  
12. “After I left the hospital, I had difficulty following the diet my doctor recommended to keep me healthy.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused
  
13. “After I left the hospital, I did not have enough support from friends, family, neighbors and/or others who care for me, to follow the hospital discharge instructions and recover from my illness.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused
  
14. “After I left the hospital, I had problems related to drinking alcohol or using drugs.”
  - Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  - Don’t know or refused

“I’d also like to ask you a few questions about your use of technology to communicate with your doctors or nurses in the last 12 months”

15. In the last 12 months, have you looked up health information on the Internet?
  - Yes
  - No
  - Don’t know or refused
  
16. In the last 12 months, have you (or someone who cares for you) refilled one of your prescriptions on the Internet?
  - Yes
  - No
  - Don’t know or refused
  
17. In the last 12 months, have you (or someone who cares for you) scheduled one of your medical appointments on the Internet?
  - Yes
  - No
  - Don’t know or refused

18. In the last 12 months, have you (or someone who cares for you) communicated with a healthcare provider about your health using email or the Internet?

- Yes                       No                       Don't know or refused

19. In the last 12 months, did you have access to the Internet at home?

- Yes                       No                       Don't know or refused

**Part 2. Discussion Guide: Patient perspectives on reasons for readmission**

20. In your own words, can you tell me more about any problems or difficulties you've had getting better or staying healthy since you left the hospital last time?

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21. Is there anything you think might have helped you stay out of the hospital this time?

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22. Is there anything else you'd like to tell me about returning home after leaving the hospital last time?

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