

ATRIUS

DRAFT

Discussion Guide – Care of High Risk Patients

Introduction:

- **Thanks** for agreeing to talk with us
- We're doing some research for **Harvard Vanguard Medical Associates**.
- **Backgrounds** of researchers. I am a nurse practitioner / in care coordination / in case management.
- **Explanation** of project. We'd like to **understand why people end up going in & out of the hospital**. We would like to **speak with you about your experience** so we can **improve the quality of your care**.

- We'd like to have an **informal discussion** to get to know your perspective.
- We **value anything thing you have to say**, positive or negative, so please **don't edit yourself**.
- Any **questions**, please ask.
- Please try to **answer in full sentences**.
- As you likely noticed from our previous communications, we'll want to document our visit with **audio** recordings, **video** & still **pictures**.
- **Consent** form

Warm-Up / Personal Story

1. **BREAK THE ICE**: Could you **tell us a little about yourself** (where you're from, how long you've lived here, your family, who you live with, etc.)
- Can describe a **typical day** at home? What do you do during the day?
- What are some **things** that make you **feel good**? **What do you enjoy** doing?

Hospital Experience

1. Can you tell me **what brought you** into the hospital? (Prompt further)
2. When was the **last time you were in the hospital**? Can you tell me a little bit about that?
3. What was it like for you **in the hospital**? What do you remember most about your stay?
4. What are some of the **things you missed about not being home**?

Transition from Hospital to Home

5. Did you feel like you were **ready to go home** when you did? Why or why not?
6. **How were you prepared** for going home? How were you involved?
7. What did they tell you to **prepare you before you left the hospital**? (Probe)
8. How did you **get to & from the hospital**?

9. How did it go for you **when you got home**?
10. Can you describe the **first few days after your return home**? What kinds of care & support did you receive? How did that go for you?
11. **What**, if anything, **has changed in your typical day** since your hospital stay? What are some things you're doing differently?

Family & Social Support

12. Who did you **spend time with** over the last week? What did you do together?
13. **When you need help**, who do you ask?
14. **How do you decide who to call** when you're not feeling well? (probe for example)
15. **At what point do you reach out to others?** to whom? (probe for trigger to call doctor)

Motivations/Barriers:

1. **What's most important to you** in life? What motivates you most?
2. What **satisfies** you most?
3. When do you **feel most engaged**? Most enthusiastic?
4. When do you **notice medical symptoms** most?
5. What things are **most difficult** for you? What gets in your way?
6. What sorts of **activities** have **you stopped doing**? when & why?
7. How **easy** is it for you to **get your health concerns addressed**? What's most urgent to you now?
8. What **frustrates you most**?

Wrap up

1. Thinking back: what **might have happened differently** so that you didn't need to go to the hospital?
2. Do you have **1 or 2 suggestions** you feel would help us improve your experience?
3. Are there **any other health issues** that you would like to tell us about?
 - **Thank you** so much for all your help.
 - Do you have any **questions for us**?