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?
3. 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?