

Readmissions interviews offer an opportunity for the care team and for patients and families/caregivers to share their perceptions about the hospitalization and post-discharge experience. Use these open-ended questions as a springboard for discussion, and as a way of identifying opportunities to improve the system and to engage the patient to be an active partner on his/her care team. This document serves as a guide only; depending on the interview, it may not be necessary to ask all the listed questions.

I. Questions for Patients and Family/Caregivers

1. In your opinion, why did you need to come back to the hospital this time?

2. The last time you were in the hospital, what arrangements were made for you when you went home?

<input type="checkbox"/> Does not know	<input type="checkbox"/> Medical Equipment	<input type="checkbox"/> Medication assistance
<input type="checkbox"/> Home health	<input type="checkbox"/> Home IV therapy	<input type="checkbox"/> Home delivered meals
<input type="checkbox"/> Nursing home	<input type="checkbox"/> Hospice	<input type="checkbox"/> Homemaking/errand services
<input type="checkbox"/> Rehabilitation	<input type="checkbox"/> Follow-up appointments	<input type="checkbox"/> Transportation
<input type="checkbox"/> Personal care	<input type="checkbox"/> Other_____	<input type="checkbox"/> Other_____

3. How did these arrangements meet your needs?

Needs not met Somewhat Needs met Too much

Additional comments:

4. Tell me about going home after being discharged from the hospital last time.

a. Did you have any concerns about how to care for yourself at home? What were they?

b. Did you have any questions about how to care for yourself? How were you able to get the questions answered?

c. Please tell me what you remember from your discharge instructions. (*Can the patient teach-back 3 critical self care instructions?*)

d. Were there any care instructions that were confusing or difficult to do?

5. Were you able to see your doctor or the doctor's nurse before you came back to the hospital?

Yes Which doctor (PCP or specialist) did you see? _____

No Why not? _____

Do not have a primary care physician Transportation

No appointment available within 7 days of hospital discharge

Other _____

6. Were you able to obtain your new prescriptions? Yes No

a. What problems did you experience?

b. Do you have questions about medications at home compared to any new medications that were ordered upon discharge?

c. Did you miss any medication doses or take more than the usual dose (which medication[s])?

7. Describe what your typical meals since you went home from the hospital.

8. Does your caregiver need assistance in caring for you at home? What type of assistance would be helpful?

9. Is there any information that could have been given to you that may have helped prevent this hospital visit?

