

## **Survey Script Version 1.0**

### **(as administered for 'Perceptions of Readmitted Patients on the Transition from Hospital to Home')**

Hello, I'm a social worker/CRM for the unit. *[Introduce]*. I'm here to talk to you about your experiences with being admitted to the hospital more than once over the last thirty days. We are trying to learn what issues patients face after they are discharged from the hospital, so that we can work on ways to improve things in the future. If there are any questions that you would prefer not to answer, that is fine.

#### **1. How many days ago did you start feeling sick?**

- <1-2 d
- 3-5d
- 6-10d
- 11-15d
- >16d

#### **2. I'd like to ask you about some of the things that you think may have contributed to your getting sick again after you last left the hospital. After I read each question, think about whether you think this issue contributed to your getting sick again and give me a yes or no answer: (check all that apply)**

- Did you have trouble understanding the discharge instructions?
- Did you have trouble following the discharge instructions?
- Did you feel like you needed to stay a bit longer the first time you were admitted, and you were discharged too early?
- Did you have trouble getting your medications after you last left the hospital?
- Did you have trouble with taking your medications?
- Did you have trouble with your daily activities since you last left the hospital, for example bathing, eating, and using the bathroom?
- Did you wish you had more people to talk to and give you moral support after you got home from the hospital?
- Do you think that alcohol or drugs were part of the reason that you got sick again?
- Do you think trouble with accessing food, housing, telephone or transportation contributed to you getting sick again?
- Other, please describe

#### **3. Did your primary care doctor tell you to come back to the hospital?**

- Yes
- No

Now I'd like to ask you about some of the things that you may have faced after you got home from your last hospital stay. Please answer yes or no after each question.

**4. Were you able to take all of your medications as prescribed since your last hospitalization?**

- Yes [skip to question 6]
- No. **Let me ask you about some of the possible reasons for not being able to take your medications: (check all that apply)**
  - Did you have trouble paying for your medications?
  - Did you have trouble getting to the pharmacy?
  - Were you not able to wait on long lines at the pharmacy?
  - Were you confused about how to take your medications?
  - Did you stop some medications because they made you sick or you were worried about side effects?
  - Did you stop some medications because you felt that they weren't necessary?
  - Did you stop some medications because you were too busy?
  - Did you stop because you felt stressed out?
  - Did you stop because you felt better?
  - Other, please describe

We are almost done! I am going ask you two more questions.

**5. Were you able to make it to a follow-up appointment with a primary care doctor?**

- Yes [skip to question 7]
- No: **Was this because...(check all that apply)**
  - You didn't know you needed to follow-up with a primary care doctor?
  - You had trouble making an appointment?
  - There were long waits at the clinic?
  - The cost of the appointment was high?
  - You had transportation issues?
  - You felt too sick or were readmitted before your appointment date?
  - You forgot?
  - You were too busy?
  - You were stressed?
  - You felt better and didn't need to go?
  - Other, please describe

**6. Looking back on it now, when you were discharged from the hospital, do you feel as if you were well prepared to take care of yourself at home?**

- Yes
- No

Thank you so much for your time!

## Survey Script Version 2.0

### ***(modified based on analysis of op-ended answers to 'Perceptions of Readmitted Patients on the Transition from Hospital to Home')***

Hello, I'm a social worker/CRM for the unit. *[Introduce]*. I'm here to talk to you about your experiences with being admitted to the hospital more than once over the last thirty days. We are trying to learn what issues patients face after they are discharged from the hospital, so that we can work on ways to improve things in the future. If there are any questions that you would prefer not to answer, that is fine.

#### **7. How many days ago did you start feeling sick?**

- <1-2 d
- 3-5d
- 6-10d
- 11-15d
- >16d

#### **8. I'd like to ask you about some of the things that you think may have contributed to your getting sick again after you last left the hospital. After I read each question, think about whether you think this issue contributed to your getting sick again and give me a yes or no answer: *(check all that apply)***

- Did you have trouble understanding the discharge instructions?
- Did you have trouble following the discharge instructions?
- Did you feel like you needed to stay a bit longer the first time you were admitted, and you were discharged too early?
- Did you have trouble getting your medications after you last left the hospital?
- Did you have trouble with taking your medications?
- Did you have trouble with your daily activities since you last left the hospital, for example bathing, eating, and using the bathroom?
- Did you have trouble getting help from your outpatient doctor?
- Did you wish you had more people to talk to and give you moral support after you got home from the hospital?
- Did you struggle with stress or depression?
- Do you think that alcohol or drugs were part of the reason that you got sick again?
- Do you think trouble with accessing food, housing, telephone or transportation contributed to you getting sick again?
- Other, please describe

#### **9. Did your primary care doctor tell you to come back to the hospital?**

- Yes
- No

Now I'd like to ask you about some of the things that you may have faced after you got home from your last hospital stay. Please answer yes or no after each question.

**10. Were you able to take all of your medications as prescribed since your last hospitalization?**

- Yes [skip to question 6]
- No. **Let me ask you about some of the possible reasons for not being able to take your medications: (check all that apply)**
  - Did you have trouble paying for your medications?
  - Did you have trouble getting to the pharmacy?
  - Were you not able to wait on long lines at the pharmacy?
  - Were you confused about how to take your medications?
  - Did you stop some medications because they made you sick or you were worried about side effects?
  - Did you stop some medications because you felt that they weren't necessary or felt better?
  - Did you stop some medications because you were too busy or forgot?
  - Did you stop because you felt stressed out?
  - Did you stop because you felt better?
  - Other, please describe

We are almost done! I am going ask you two more questions.

**11. Were you able to make it to a follow-up appointment with a primary care doctor?**

- Yes [skip to question 7]
- No: **Was this because...(check all that apply)**
  - You didn't have a primary care doctor?
  - You didn't know you needed to follow-up with a primary care doctor?
  - You had trouble making an appointment?
  - You've had bad experiences with your doctor or clinic before?
  - There were long waits at the clinic?
  - The co-pay for the appointment was high?
  - The clinic wouldn't accept your insurance?
  - You could not get an appointment soon enough?
  - You could get there when the clinic was open?
  - You had transportation issues?
  - You forgot?
  - You were too busy?
  - You were stressed?
  - You felt better and didn't need to go?
  - Other, please describe

**12. Looking back on it now, when you were discharged from the hospital, do you feel as if you were well prepared to take care of yourself at home?**

- Yes
- No

Thank you so much for your time!