Interview Guide

**Primary Care Provider Participant**

“I’d like to start with general questions about your experiences with discharge for medically complex children, and then after talk about the intervention itself.”

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| **Questions** | **Prompts** |
| Can you tell me about your experiences generally with discharge for medically complex kids? | * What were the best parts about previous discharges?
* What has been bad about previous discharges?
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| How did X child’s recent discharge compare with past experience? | * What was good about it?
* What was less optimal?
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| What would your practice ideally want for discharge information and handoff for a medically complex child? | * What information components would be valuable to you?
* What types of patients would this meeting be most helpful for?
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| What would make you more comfortable assuming care of a medically complex child after discharge? |  |
| Tell me what you thought about the discharge teleconference?  | * How did it impact quality of transfer?
* How did the teleconference help you as compared with written summaries or phone calls?
* Compared with past discharges?
* Was the visual aspect helpful?
* What were your thoughts/feelings on having case management present?
* What were your thoughts/feelings on having family present?
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| If we made this teleconference standard practice for CMC discharge:  | * Would you use it?
* If yes, why? What value added?
* If no, why?
* How would you schedule this?
* What barriers do you anticipate?
* How does reimbursement impact your capacity to participate?
* What suggestions do you have?
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Interview Guide

**Parent /Guardian Participant**

“I’d like to start with general questions about your experiences with, and then after talk about the intervention itself.”

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| **Questions** | **Prompts** |
| Tell me a little about past hospital admissions and discharges/transitions to home. |  |
| Can you tell me about your experience with your child’s recent discharge/transition to home?  | * Tell me about when you first found out about your home planning
* What was that process like?
* Who did the home planning with you?
* What home planning activities include?
* What was good or bad about how the transfer was done?
* How did it compare with past discharges?
* Can you give me an example?
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| In general, what makes you comfortable when leaving the hospital with your child? | * Have there been issues where you’re uncomfortable going home? Why?
 |
| Tell me what you thought about the discharge teleconference?  | * How is or isn’t the visual aspect valuable?
* Are there any changes you would suggest in how the conference was organized or carried out?
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| How, if at all, did the teleconference affect your ability to care for your child following hospital discharge?  | * How does that compare with past discharges?
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| If we made this teleconference standard practice for your child’s discharge: | * Would you want to take part in it?
* If yes, what does it add?
* If not, why?
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