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? |
| How did X child’s recent discharge compare with past experience? | * What was good about it? * What was less optimal? |
| 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? |
| 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? |
| 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? |

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? |
| 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? |
| 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? |
| 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? |