2017 Work Group Meeting Minutes

Qualitative Research

May 11th, 2017

Attendees: Libby Hoy, Erica Steed, Lindsey Bourne, Melinda Whitstone, Tara Bristol Rouse

Item	Discussion	Action	
Updates	Hermanatic Research - What is the information we are looking to gather? - How people interpret what is being present. If language used is medical, reader should understan		
Interview Parameters	D/C experience in the last 6 months/year? Planned vs. emergency? Caregivers/patients?	Follow up with Allison on specifics	Melinda
Interview Questions	Proposed Questions: 1. Tell me more about your D/C.(Tell me about the last day of your hospitalization). 2. Where were you and where were you going? 3. When in your hospitalization was your D/C discussed? 4. Who shared the D/C information? 5. What were your challenges? 6. Were you comfortable with your D/C discussions and bringing up challenges? How did that impact your stay? 7. What was most helpful? 8. Does your hospital have a patient portal? 9. Were you asked if you had any concerns upon discharge? Asked if you had everything you need/any barriers to following D/C instructions? 10. Did you have any challenges at home and how did you address them? 11. Did you have any questions when you got home? What were they? How did you address them?		

	12. Did you feel relationship w/hospital had ended at D/C? Did you know who to contact if you had questions? 13. Were there any handouts used to prepare you to leave? a) What did they look like? b) Was a D/C checklist used? Was the conversation more about the document or your needs? c) Were any Patient Directed materials used? 14. Were there any support people (caregiver/family/etc) part of your D/C discussion and planning?		
Additional Items	Webinar/training on "how to interview" – best practices Illiciting for p/f to interview - Common messaging to use via email/PFAN/SP/etc Package to improve the entire D/C process - Getting feedback (interviews) - Tools - Education	Once parameters are set we can develop Connect w/other organizations working on this	Tara All