THE DAY OF DISCHARGE – CCRMC

*Questions for Interviewees*

Discharge Staff:

1. What is your role in the discharge process?
2. From your perspective, when does discharge planning begin?
3. Who is your closest contact with the patient care teams? Do you work independently or closely with one specific doctor or nurse or floor or MSW?
4. What is your primary mechanism for communicating with the care teams? Meetings? Rounds? Patient chart?
5. Explain to us (from your perspective) the processes that must be completed for a patient to be discharged—the forms / specific “check-offs” that a patient must receive before walking out the door.
6. What is the biggest problem with discharge at CCRMC? Could it be improved?
7. Why is the problem bad? Do they affect health outcomes? Staffing issues? Costs? Who do the problems affect the most—patients, families, staff?
8. Do you have any ideas for ways to address the major problems?
9. How well do different personnel types understand the discharge process? Ie, RNs vs MDs vs floor clerks vs MSWs, and any other members of the care team that are involved in discharge?
10. Who do you think is in control or holds the power over the discharge process?
11. What would help you do your job better?