

## Patient and Caregiver TiC Evaluation Questionnaire:

Determine the right candidate for the interview through the following 2 ways:

- 1- We have a few questions about your health and last hospital admission. Do you prefer we ask you or contact a caregiver?
- 2- During the interview, if the patient answers "I don't know" to  $\geq 2$  questions, then consider asking if they prefer we contact a caregiver.

**Verbal consent was given to complete survey:**

Question	Answer Type	Answer
<b>Healthcare utilization:</b>		
1. Since going home, were you readmitted to any hospital?	Y/N	
a. If yes, Why?	Open	At the back
2. Since going home, have you spoken with your family doctor or nurse practitioner for a post-discharge follow up visit?	Y/N	
a. If yes, was it within 7 days of discharge from the hospital?	Y/N	
b. If yes, did the hospital inform them about the details of your admission?	Y/N	
c. If yes, who booked the appointment?	Hospital/ non-hospital	
3. If not, do you have an appointment booked?	Y/N	
4. Did you need to see a specialist after you were discharged?	Y/N/ I don't know	
a. If "no" or "I don't know", proceed to question # 5		
b. If yes, Do you have an appointment booked? Did the hospital book the appointment for you?	Y/N Y/N	
5. Were you promised home care services?	Y/N	
a. If yes, did you receive the promised services?	Y/N If partial:... %	
<b>Medication management (if they say "I don't know", ask about a caregiver"</b>		
1. Before leaving the hospital, did anyone in the hospital explain to you changes in your medications?	Y/N	
2. Were there any errors or anything missing in the prescription that you are aware of?	Y/N	
<b>Patient and Family Education and Health Literacy</b>		
1. Were you told about what concerning symptoms to watch for after being discharged?	Y/N	
2. At the time of discharge, were you provided with written information about your illness?	Y/N	
3. Were you given a written "discharge summary" when you went home?	Y/N	
<b>General Experience, Outcome and System Utilization</b>		
1. Is there anything in the discharge process that didn't go well?	Y/N	
a. If "no" or "I don't know", proceed to question # 2		
b. If yes, would you be able to let us know what didn't go well?	Open	
2. Were you given a phone number to call post-discharge, if you had issues?	Y/N	
<b>Qualitative Component</b>		
Is there anything else about your discharge that you want to tell us about?	Open	

\*option for all questions to leave question blank/ unanswered if participant does not know or prefers not to answer

\*ensure asking beforehand: "Do you have any question before we get started? Please feel free to ask at any point if you have a question or would like me to clarify or rephrase a question."