

Supplement 1. Interview guides

Patient Semi-Structured Interview

1. To get started, I'd like to know a little more about you. Why are you here in the hospital?
Probe: Why did you pick this hospital?
Probe: Would you have chosen to go to a different hospital instead?
2. How has your stay in the hospital been so far?
Probe: What has worked well and what could be better?
Probe: Have you been comfortable during your hospital stay?
3. How are you getting along with the people who have been taking care of you, like your nurses and doctors?
Probe: Can you tell me about some things you would like to have happen during your stay?
Probe: Have family or friends been involved during your stay?
4. Do you feel that you understand everything you need to know about why you are here and why you are getting the kinds of treatments that you are?
Probe: Why or why not? Can you tell me more about that?
5. Would you choose to come back to this hospital again if you had to be hospitalized in the future?
Probe: Why or why not?
Probe: What would make you choose a certain hospital?

Focus Group Questions for Staff/Administration

1. Can you tell me a little about yourself?
Probe: What is your role at Denver Health?
Probe: How long have you been here?
Probe: Have you ever been hospitalized?
Probe: Do you think that experience helps you to better understand what patients might want during a hospital stay? How so?
2. What do you think patients would say about their hospital stay here at Denver Health?
Probe: What do you think patients liked about their hospital stays?
Probe: What do you think could have been better, from the patients' point of view?
3. What do you think patients expect during their hospital stay?
Probe: Communication preferences, frequency (i.e. entering room), answering of call lights or getting assistance when needed, rounding habits of providers, nursing, other staff.
4. Do patients choose to come to Denver Health? Why or why not?
Probe: Can you explain more about that?