

Lived Experience – Post Discharge Interviewer Guide

Interviewer notes:

- Purpose: In order to provide the best possible mental health services, we would like to know what your experience was like when your loved one was discharged from {insert name of facility/unit}.
- Explain that all information will be kept confidential and no names (i.e. theirs, doctors, nurses, etc on unit) will be included in any reports. Also state they can skip any questions they are not comfortable answering.
- Recoding – turn recorder on and explain that you are recording interview to make sure you capture the information accurately. Remind again, that no identifying information will be used. Make sure they agree to recording on audio.

1. Why was your family member referred to a behavioural health bed at St. Joseph's?
2. How was the waiting experience for you/your family member?
3. How was the admission experience for you/your family member?
4. What has been your experience in the discharge planning and the discharge process?
Probes:
 - General or overall impression?
 - Your experience communicating with people?
 - Were/have your information needs been met?
 - Involvement in decision making – what and your satisfaction thus far?
 - Individual family member's wishes/preferences are taken into consideration?
 - Did you/have you received the emotional support you need?
 - Any comments about the attitudes of people you have interacted with?
 - Perception of safety for your family member?
 - Any comments or concerns related to the actual transfer or discharge process?
 - Any indication what your family member's experience is from what they say? Do? – how are they feeling?
5. Are you comfortable with the current support and plan in place to provide quality and knowledgeable care for your family member?
Interviewer: ask for explanation of yes/no answer.
6. What has been your overall experience of the discharge planning and relocation from the unit to the current residence? Please rate on a scale from 1 (very bad) to 10 (excellent).