**Additional file 2. Interview Guides for Site Visits**

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| A. Hospital Administrators/Leadership |
| * How did your hospital decide to prioritize readmissions reduction?
* How did you decide to implement Project RED?
* What are the facilitators and barriers to the implementation of the RED?
* Has the implementation of the RED had any effects on the hospital’s functioning? If so, how?
* How did you obtain hospital staff buy-in?
* How would you describe the culture of your hospital, and how does it support or challenge the discharge process/RED implementation?
* How has the hospital measured progress of the RED implementation?
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| B. RED Implementation Team |
| * How has the RED been implemented? Did you modify Project RED for implementation at your site? How closely does the implementation align with steps in the RED toolkit?
* What has been your experience with the implementation of the RED? (Facilitators/challenges)
* Who are members of the RED team? What are their backgrounds? Were any staff members hired specifically for RED?
* How are components in the RED toolkit assigned? I.e. who does what, and why?
* How was the implementation team trained?
* How have the team dynamics affected the implementation of RED services?
* How do you identify your target patients?
* Please describe your discharge process map and after hospital care plan.
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| C. Non-RED Clinical Staff |
| * What has been your experience with the implementation of Project RED?
* Has the implementation of Project RED had any effects on your work in the hospital or hospital functioning? If so, how?
* Do you have any suggestions on how the RED could be improved?
* In your opinion, what has been the patient and caregiver experience with Project RED?
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| D. Community-based Ambulatory Partners |
| * What has been your experience with the implementation of Project RED?
* Has the implementation of the RED had any effects on your work? If so, how?
* Do you have any suggestions on how you could work more efficiently with the RED implementation team?
* Is there any way you could contribute to the implementation of Project RED?
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