**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? |
| 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. |
| 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? |
| 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? |