

### **Guideline version 1: Informal caregiver (home care)**

You care for Mr./Mrs. XY. Tell me about a day in the life of Mr./Mrs. XY.
Mr./Mrs. XY was in the hospital some time ago. How did it happen that Mr./Mrs. XY was admitted to the hospital?
Tell me about the state of Mr./Mrs. XY's physical and mental health. In what state was Mr./Mrs. XY before his/her last hospital stay?
What do you usually do when you notice that Mr./Mrs. XY is not feeling well? Whom do you speak with?
What are you missing in caring for Mr./Mrs. XY?
Was Mr./Mrs. XY's hospital stay necessary? In your opinion, how could the hospital admission have been avoided?
Do you want to add something else? Is there something important we have not talked about?

### **Guideline version 2: Informal caregiver (nursing home)**

Mr./Mrs. XY lives in a nursing home. Tell us what you have to do for and with Mr./Mrs. XY in a typical week.
Mr./Mrs. XY was in the hospital some time ago. How did it happen that Mr./Mrs. XY was admitted to the hospital?
Tell me about the state of Mr./Mrs. XY's physical and mental health. In what state was Mr./Mrs. XY before his/her last hospital stay?
What do you usually do when you notice that Mr./Mrs. XY is not feeling well? With whom do you speak? What happens if Mr./Mrs. XY is not feeling well?
Do you speak with the professional caregivers about Mr./Mrs. XY's state of health? How does that usually work? Would you give an example?
How is the contact between the professional caregivers/nursing home and the general practitioner?
What are you missing in the care of Mr./Mrs. XY?
Was Mr./Mrs. XY's hospital stay necessary? In your opinion, how could the hospital admission have been avoided?
Do you want to add something else? Is there something important we have not talked about?

### **Guideline version 3: General practitioners (home care)**

Tell me about the state of Mr./Mrs. XY's physical and mental health. In what state was Mr./Mrs. XY before his/her last hospital stay?
Describe your relationship to Mr./Mrs. XY.
Mr./Mrs. XY is cared for at home. Which topics do you talk about with Mr./Mrs. XY's caregiving relatives?
Has an emergency plan been made with the relatives in case Mr./Mrs. XY becomes ill? What does this plan look like?
Mr./Mrs. XY was in the hospital some time ago. How did it happen that Mr./Mrs. XY was admitted to the hospital?
How would you assess the hospital admission(s) regarding its/their necessity? Would you admit Mr./Mrs. XY to the hospital if the same situation came up again? If not, why not? If considered unnecessary: How could the hospital admission have been avoided in your opinion? Is there anything one could have done differently?
In your opinion, what is missing in the care for Mr./Mrs. XY?
Do you want to add something else? Is there something important we have not talked about?

#### **Guideline version 4: General practitioner (nursing home)**

Tell me about the state of Mr./Mrs. XY's physical and mental health. In what state was Mr. /Mrs. XY before his/her last hospital stay?
Describe your relationship to Mr./Mrs. XY.
Mr./Mrs. XY is cared for in a nursing home. What kind of contact takes place between you and the nursing home /nursing staff?
How would you describe the general handling of hospital admissions through the nursing home?
Which topics do you talk about with the nursing home/nursing staff?
Which topics do you talk about with Mr./Mrs. XY's relatives about?
Has an emergency plan been made with the relatives or the nursing home in case Mr./Mrs. XY becomes ill? What does this plan look like?
Mr./Mrs. XY was in the hospital some time ago. How did it happen that Mr. /Mrs. XY was admitted to the hospital?
How would you assess the hospital admission(s) regarding its/their necessity? Would you admit Mr./Mrs. XY to the hospital if the same situation came up again? If not, why not? If considered unnecessary: How could the hospital stay have been avoided in your opinion? Is there anything one could have done differently?
In your opinion, what is missing in the care of Mr./Mrs. XY?
Do you want to add something else? Is there something important we have not talked about?

#### **Guideline version 5: formal caregiver (nursing home)**

You work here in the nursing home. Tell us about a typical work day caring for Mr./Mrs. XY.
Who comes to visit Mr./Mrs. XY in the nursing home?
With which of Mr./Mrs. XY's relatives are you in contact?
What kind of contact takes place between yourself and Mr./Mrs. XY's relatives?
Which topics do you speak about when speaking with Mr./Mrs. XY's relatives?
Mr./Mrs. XY's also has an attending general practitioner. What kind of contact takes place between you and the general practitioner? When and how often does the general practitioner come? What happens if a resident needs a physician between planned visits?
Which topics do you talk about with the general practitioner?
Does the general practitioner do more house calls on Mr. /Mrs. XY or does he/she generally go to the practice?
Tell me about the state of Mr./Mrs. XY's physical and mental health. In what state was Mr./Mrs. XY before his/her last hospital stay?
Mr./Mrs. XY was in the hospital some time ago. How did it happen that Mr. /Mrs. XY was admitted to the hospital?
Was Mr./Mrs. XY's hospital stay necessary? In the same situation, would you allow Mr./Mrs. XY to be admitted to the hospital again? If not, why not? If considered unnecessary: How could the hospital stay have been avoided in your opinion?
How do you usually deal with Mr./Mrs. XY's illnesses or those of other nursing home residents? When do you decide to call a doctor?
In your opinion, what is missing in the care of Mr./Mrs. XY?
Do you want to add something else? Is there something important we have not talked about?