

In-Depth Interview Guide

Qualitative Study on Hospitalization Experiences of Older Adults

I. INTERVIEWER INSTRUCTIONS

Review the participant's consent form prior to starting the recording. Read the introduction script clearly. Ask the main questions as written. Use the bulleted probing prompts fluidly based on the participant's responses to elicit deeper, detailed narratives. Allow the participant time to pause and reflect.

II. PARTICIPANT INTRODUCTION SCRIPT

"Thank you for taking the time to speak with me today. We are conducting a study to better understand the experiences of older adults when they are admitted to the hospital. Your insights, whether from personal experience, observing family members, or working with older adults, are incredibly valuable to us. There are no right or wrong answers; we just want to hear your honest thoughts and stories. This interview will take about 45 to 60 minutes. Do you have any questions before we begin?"

III. MAIN INTERVIEW QUESTIONS & PROBES

1. Many older adults describe different experiences when they are admitted to hospitals. Based on what you have seen or heard, how do older people usually experience hospital visits and stays?

Probing Prompts:

- Can you share a specific example of a particularly positive or challenging experience during a hospital stay?
- How did the physical environment of the hospital (e.g., noise levels, lighting, accessibility) affect the older adult's comfort?
- What was the communication like between the healthcare staff and the older adult? Did they feel listened to and respected?
- How did the hospital stay impact their sense of independence, dignity, or emotional well-being?

2. In your view, how can the experience of hospital visits by older adults and their caregivers be improved?

Probing Prompts:

- What specific changes would you suggest for hospital staff in terms of training or daily care routines?
- How can the hospital better support and involve family caregivers during the admission and discharge processes?
- Are there any changes to the hospital's physical environment or facilities that you think are necessary?
- How could communication and information sharing be improved to reduce anxiety for both the older adult and their family?

IV. CLOSING

"Those are all the questions I have for you today. Is there anything else you would like to add about the hospitalization experiences of older adults or caregivers that we haven't covered? Thank you once again for your time and for sharing your valuable insights with us. Your contribution will greatly assist our research."