

Supplementary Material

Patient experiences and outcomes in a South Australian stand-alone Hospital in the Home program

Timothy J. Schultz^{A,*} (PhD, Senior Research Fellow), *Candice Oster*^B (PhD, Senior Research Fellow), *Aubyn Pincombe*^A (GradCert (Health Ec), Research Fellow), *Andrew Partington*^A (BHSc (Hons) FCHSM, Research Fellow), *Alan Taylor*^A (PhD, Adjunct Research Fellow), *Jodi Gray*^A (MPH, Research Fellow), *Alicia Murray*^C (GradDipLaw, Assistant Director), *Jennifer McInnes*^C (MPH/MHM, Clinical Program Manager), *Cassandra Ryan*^C (MNSc FACNP, Nursing Director) and *Jonathan Karnon*^A (PhD, Professor)

^AFlinders Health and Medical Research Institute, College of Medicine and Public Health, Flinders University, SA, Australia

^BCaring Futures Institute, College of Nursing and Health Sciences, Flinders University, SA, Australia

^CIntegrated Care Systems, Clinical System Support & Improvement, Department for Health & Wellbeing, SA Health, SA, Australia

*Correspondence to: Email: timothy.schultz@flinders.edu.au

Supplementary Table S1. Patient characteristics

SUPPLEMENTARY TABLE 1 BREAKDOWN OF PARTICIPANTS IN FOUR PATIENT GROUPS BY AR-DRG AND COMORBIDITIES: N(%)

	Pre-post comparison		Post-implementation	
	2020	2021-22	2021-22	
	Pre <i>n</i> =13,589	Post <i>n</i> =17070	Non-HITH <i>n</i> =14,975	HITH <i>n</i> =2,095
AR-DRG				
<i>B68B Multiple Sclerosis and Cerebellar Ataxia, Minor Complexity</i>	31 (0.2%)	29 (0.2%)	25 (0.2%)	4 (0.2%)
<i>B72B Nervous System Infection Except Viral Meningitis, Minor Complexity</i>	52 (0.4%)	44 (0.3%)	43 (0.3%)	1 (0%)
<i>D63B Otitis Media and Upper Respiratory Infections, Minor Complexity</i>	432 (3.2%)	533 (3.1%)	528 (3.5%)	5 (0.2%)
<i>D67B Oral and Dental Disorders, Minor Complexity</i>	172 (1.3%)	176 (1.0%)	174 (1.2%)	2 (0.1%)
<i>E61B Pulmonary Embolism, Minor Complexity</i>	323 (2.4%)	417 (2.4%)	401 (2.7%)	16 (0.8%)
<i>E62B Respiratory Infections and Inflammations, Minor Complexity</i>	1,673 (12.3%)	2,174 (12.7%)	1,820 (12.2%)	354 (16.9%)
<i>E65B Chronic Obstructive Airways Disease, Minor Complexity</i>	1,651 (12.1%)	2,008 (11.8%)	1,930 (12.9%)	78 (3.7%)
<i>E69B Bronchitis and Asthma, Minor Complexity</i>	283 (2.1%)	374 (2.2%)	371 (2.5%)	3 (0.1%)
<i>F62A Heart Failure and Shock, Major Complexity</i>	961 (7.1%)	1,099 (6.4%)	1,070 (7.1%)	29 (1.4%)
<i>F62B Heart Failure and Shock, Minor Complexity</i>	1,305 (9.6%)	1,607 (9.4%)	1,518 (10.1%)	89 (4.2%)
<i>F63B Venous Thrombosis, Minor Complexity</i>	51 (0.4%)	69 (0.4%)	60 (0.4%)	9 (0.4%)
<i>F67B Hypertension, Minor Complexity</i>	251 (1.8%)	191 (1.1%)	190 (1.3%)	1 (0%)
<i>G70C Other Digestive System Disorders, Minor Complexity</i>	1,503 (11.1%)	1,736 (10.2%)	1,732 (11.6%)	4 (0.2%)
<i>I64B Osteomyelitis, Minor Complexity</i>	74 (0.5%)	96 (0.6%)	95 (0.6%)	1 (0%)
<i>I69B Bone Diseases and Arthropathies, Minor Complexity</i>	318 (2.3%)	342 (2.0%)	320 (2.1%)	22 (1.1%)
<i>J63Z Non-Malignant Breast Disorders</i>	105 (0.8%)	115 (0.7%)	111 (0.7%)	4 (0.2%)
<i>J64A Cellulitis, Major Complexity</i>	997 (7.3%)	1,191 (7.0%)	915 (6.1%)	276 (13.2%)
<i>J64B Cellulitis, Minor Complexity</i>	1,505 (11.1%)	2,442 (14.3%)	1,579 (10.5%)	863 (41.2%)
<i>L63B Kidney and Urinary Tract Infections, Minor Complexity</i>	1,039 (7.6%)	1,420 (8.3%)	1,178 (7.9%)	242 (11.6%)
<i>Q62B Coagulation Disorders, Minor Complexity</i>	109 (0.8%)	127 (0.7%)	84 (0.6%)	43 (2.1%)
<i>T60C Septicaemia, Minor Complexity</i>	588 (4.3%)	701 (4.1%)	654 (4.4%)	47 (2.2%)
<i>T61B Postoperative Infections, Minor Complexity</i>	166 (1.2%)	189 (1.1%)	177 (1.2%)	12 (0.6%)
Comorbidities				
Septicaemia	1,004 (7.4%)	1,004 (5.9%)	929 (6.2%)	75 (3.6%)
Circulatory System Diseases	4,643 (34.2%)	4,994 (29.3%)	4,567 (30.5%)	427 (0.4%)
Malignancy	622 (4.6%)	649 (3.8%)	634 (4.2%)	15 (0.7%)
Anaemia	619 (4.6%)	694 (4.1%)	656 (4.4%)	38 (1.8%)
Ischaemic Heart Disease	529 (3.9%)	501 (2.9%)	480 (3.2%)	21 (1%)
Diabetes	3,579 (26.3%)	4,395 (25.7%)	3,858 (25.8%)	537 (25.6%)
Dementia (incl. Alzheimers' Disease)	259 (1.9%)	292 (1.7%)	282 (1.9%)	10 (0.5%)
Hypertension	752 (5.5%)	708 (4.1%)	641 (4.3%)	67 (3.2%)
Heart Failure	2,659 (19.6%)	2,646 (15.5%)	2,479 (16.6%)	167 (8.0%)
Dysrhythmias	810 (6.0%)	860 (5.0%)	819 (5.5%)	41 (2.0%)
Hypotension Shock	761 (5.6%)	850 (5.0%)	812 (5.4%)	38 (1.8%)
Acute LRTI influenza	2,501 (18.4%)	2,487 (14.6%)	2,212 (14.8%)	275 (13.1%)
Asthma	441 (3.2%)	438 (2.6%)	422 (2.8%)	16 (0.8%)
Other Chronic Obstructive Pulmonary Disease	2,499 (18.4%)	2,530 (14.8%)	2,385 (15.9%)	145 (6.9%)
Intestinal Disorders	1,414 (10.4%)	1,351 (7.9%)	1,293 (8.6%)	58 (2.8%)
Cellulitis	2,237 (16.5%)	2,643 (15.5%)	1,774 (11.8%)	869 (41.5%)
Ulcer of lower limb	465 (3.4%)	522 (3.1%)	431 (2.9%)	91 (4.3%)
Renal Disease	3,380 (24.9%)	3,704 (21.7%)	3,344 (22.3%)	360 (17.2%)
Renal Failure	1,742 (12.8%)	1,890 (11.1%)	1,742 (11.6%)	148 (7.1%)
Urinary Tract Infection	1,531 (11.3%)	1,697 (9.9%)	1,531 (10.2%)	166 (7.9%)
Other urinary symptoms	451 (3.3%)	516 (3.0%)	481 (3.2%)	35 (1.7%)
Diabetes with complications	2,294 (16.9%)	2,869 (16.8%)	2,508 (16.7%)	361 (17.2%)

HITH (hospital-in-the-home), AR-DRGs (Australian Refined Diagnosis Related Groups), LRTI (lower respiratory tract infection)

Supplementary material file S1 – Interview schedule

Checklist

Introduce self and role in the research team. As a focus group we are interested in hearing your opinions and perspectives about what is being discussed, please listen to what others are saying and feel free to comment whether or not your experience is similar to others.

The aim of the research study is to gain your perspectives of the care you received in the My Home Hospital program.

R1. Information sheet, consent form

R1.1. **Voluntary** participation – skip, not answer, choose to leave the focus group at any time

R1.2. **Confidential** – your name won't be in any reports, your information will be stored securely

R1.3. Permission to **record. If online, clearly state that participants may choose to have their video on or audio only. If video is on, this will be recorded.** If online, include a brief summary of salient points about MS Teams.

R2. Ensure **consent form** is completed if face-face, or is given verbally (and recorded) if online.

R3. Please feel free to ask any questions you have during the focus group

Distress protocol

During the focus group, the facilitators will direct any conversation away from topics that are clearly too distressing to the participants. Participants who are clearly distressed (for example, in tears) will be encouraged to excuse themselves from the focus group for a short time, or to withdraw from the focus group in more serious cases. Distressed participants will be directed to the My Home Hospital urgent assistance line (1800 000 644).

Note (state): The questions below are seeking the perspectives of patients and consumers **as well as** their carers/support persons. If you are a support person, we're interested in your perspective of the care that was provided to the person who you care for. Carers and support persons may wish to reflect on how the My Home Hospital program helped you to care for the person in the program, or what could have been done differently to help you help them.

Part 1. Your expectations and experiences (20-30 min)

I would like you to think back to before you started in the program and the information you received about the program. What were your expectations going into the program?

Now, please think about your experience of the program. You might like to discuss any aspects of the program and how you experienced it. For example, how did your expectations about the My Home Hospital program compare to the realities of being in the program?

Follow-up questions/Prompts. For example, you could discuss:

- Were you able to enter the My Home Hospital program quickly and easily, or were there delays and/or problems/barriers?
- Preparation before entering the program
 - Information that you were given
 - Things that you had to prepare at home
- Equipment (telehealth technology and remote monitoring) that you were provided – how you used it, were you confident with it, did it work?
- Your communication with the healthcare professionals, and

- Healthcare professionals' communication with each other
- Any feelings of being worried, or concerned with being at home compared to a hospital
- Feeling safe in the program

Can you give a one word answer, or a short phrase that summarises your experience in the My Home Hospital program. Imagine that you were being asked to provide a review of the program for others in your position.

If you had a very positive experience – explain why this was the case. Similarly, if you had a negative experience – can you explain why?

Part 2. Comparing My Home Hospital with a traditional hospital (5-10 mins)

Thinking about your experience of the My Home Hospital program and comparing it to traditional hospital care. Where would you prefer to have received your care: in the My Home Hospital program or a traditional hospital? Can you explain why?

Was the MyHH service acceptable to you?

If you were offered the opportunity to use the My Home Health service again, would you? Why?

Part 3. Enablers and Barriers (5 mins)

We'd like to know about the enablers and barriers to the use the My Home Hospital Program. Let's begin with enablers. What would you say made it easier to use the program? Next let's explore barriers. What would you say made it harder to use the program?

Part 4. Anything else to add (5 mins)

Is there anything else you want to add? It could be a compliment, or it could be a suggestion about how to improve the service.

Part 5. Finishing the interview

Thank you very much for your time and the information you have shared with me.

F.4. Would you like to receive a summary of the **results** (later this year)? yes / no. If yes, please provide your preferred contact details (Use a hardcopy for face-face interviews; Use a direct 'chat' for online focus groups [the direct chat should be directed to the researcher to ensure confidentiality within a focus group].

GIFT CARD provided? yes / no

If you have anything else you would like to add, please contact me by phone or email.