**Supplemental Digital Content 6**

**Program Evaluations – Responses to Open Ended Questions**

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| ***Question to the Study Participants*** | ***Exemplar Responses*** |
| “How did this program help you?” | “I know not to take everything at face value. If there is any doubt, question, question, question.” |
| “More confident about hospital check-up.” |
| “I will pay more attention to the discharge papers and prescriptions.” |
| “The program helped me to ask more questions—sometime I might not understand and I don’t question the information.” |
| “I think I will not feel so “Open ended” next time I go home from the hospital.” |
| “It showed me that thinking about and being aware are necessary for a healthy recovery.” |
| “What would make this program more useful?” | “To go beyond what we have here and actually have different scenarios that would come up and you can’t reach your doctor- per different illness with stroke, heart, stomach or overdose on your meds, chocking, walking, etc, diabetics.” |
| “Maybe have the individual little sessions [scenarios steps] with Dr. Poppins [a SC role] more in depth. Maybe get us a little more involved.” |
| “Allow more time for group discussion.” |
| “Have doctors/nurses more active/informed, like actual doctors/nurses in these situations. |
| “I did not find the encounters useful because they were too brief and not repetitive sufficiently.” |
| “Have more emphasis on importance of Dismissal Orders.” |
| Across open-ended questions, many comments suggested that participants enjoyed the experience and saw real world value for themselves and others. | “I enjoyed this program very much.” |
| “It was a useful learning experience.” |
| “Let more people know about it [the program]-whether 65 yrs or not.” |
| “Make sure the feedback gets instituted in the real world.” |
| “Talk to other people about this program [it] may save their or someone else’s life.” |

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| ***Question to the Standardized Clinician Participants*** | ***Exemplar Responses*** |
| “What was the most valuable component of your participation?” | “I discharge patients every day. It was valuable to see how well patients retain written and verbal instruction.” |
| “Talking to patients and getting to know what kinds of questions they asked and what they were worried about helped me understand what it must feel like to go home from the hospital.” |
| “Seeing how the instructions I give the patient are not necessarily the instructions the patient hears or understands. Clarifying and communication are key to helping patients succeed in their own care at home.” |
| “Learning how to effectively communicate with patients, both to provide them information and to receive valuable information from them.” |
| “It helped me gain a level of confidence and experience in communicating with patients I did not have before.” |
| Across open-ended questions, the SCs recommend two changes to the program: |
| “I would provide a more user-friendly phone-tool during the home scenario.” |
| “Screen for participants who are health care providers and consider not including them in this program. The participants who were nurses or had some kind of job in a hospital or clinic setting did not seem to get much out of this experience and may have been more frustrated by the errors than gaining something form the experience.” |