**Appendix A**

Patient Role

You are a 73 year old patient with congestive heart failure, hyperlipidemia, hypertension and Type 2 diabetes. You were recently admitted to the local hospital for shortness of breath, mild renal insufficiency and blood sugar management. Your internist was the admitting physician. Your internist consulted an endocrinologist who saw you three times during your week-long hospitalization.

During your hospital stay, you were seen by multiple healthcare providers. Your internist visited almost every day, and the endocrinologist rounded three times. You also were seen by a Diabetic Nurse Educator at least once a day. You had care provided by multiple different nurses, respiratory therapists, and nursing assistants. You think you might have also seen a dietician and a physical therapist but are not quite sure.

When you were admitted to the medical floor, your blood sugar was elevated and it made you very tired. In addition, the nursing staff and respiratory therapists woke you up at all hours of the day to check your blood sugar levels, to take your vital signs, and to administer medications including respiratory treatments. The frequent disruptions gave you little time to rest.

Your daughter visited you every afternoon and stayed through dinner time. You did not like the quality of the hospital food and were not eating much, so you asked your daughter to bring in some of the foods that you like. You know that some of the foods were not on the recommended dietary list, so you had your daughter keep them covered when the nursing staff was in your room.

On the last day of your hospital stay, you were given discharge instructions by your internist. Your internist told you that you could then get dressed and call your daughter to pick you up. The patient care assistant helped you get dressed, call your daughter and go down to the lobby to wait for her. You were given multiple discharge papers which you signed and brought home with you. At home, you and your daughter reviewed the instructions. Although some things seemed a bit unclear, you didn’t want to bother the doctor with questions. You resumed your previous medication regimen that you were following prior to your hospital admission. Three weeks later, you experienced another episode of shortness of breath and elevated blood sugar, and were re-admitted to the medical floor.