Appendix 1: Sample interview questions in Step 1 with TDF

1. Knowledge
   • Have you heard of any quality improvement programmes in the hospital?
   • Are you aware of the provision of PDIS for medical patient discharging from your ward/hospital?
   • Where did you first heard PDIS from?
   • Do you know the purpose and the content on PDIS?

2. Beliefs about consequences
   • Do you think the information on PDIS can make the patient understand clearly?
   • Do you think the information on PDIS is sufficient?
   • What kind of patient you do think would benefit the most from PDIS? Why? What about the least benefited?
   • Do you think PDIS can help patients improve their self-efficacy and reduce adverse events and hospital readmissions? why?
   • Do you think PDIS have any positive or negative impact on healthcare staffs, departments, or hospitals?
   • What are the reasons that most affect whether you continue to use PDIS? What are the reasons that will not affect your continued use of PDIS?

3. Goals
   • Do the departments and/or hospitals have corresponding KPI/clinical priorities?
   • Will you/department set a goal for the implementation of PDIS?

4. Behavioural regulation
   • Do you/your department/colleagues have an action plan for the implementation of PDIS to ensure that the implementation process can proceed smoothly? (For example, the process or plan of how to solve specific difficulties)

5. Reinforcement
   • Is the provision of PDIS to discharge patient a mandatory task or a voluntary task?
   • What reward and punishment system does the department/hospital have for the implementation of PDIS?

6. Skills
   • Do you think you are familiar with the PDIS system and can operate independently?
   • In this process, which steps do you think are more complicated and which are simpler?
   • Do you think you can clearly explain the role, purpose, content, and method of PDIS to patients?
   • Is it difficult to answer the patient’s question? why?

7. Memory, attention, and decision processes
   • When do you usually provide PDIS to patients?
   • If the information on the PDIS is unclear or has errors or omissions, how/who will explain to the patient/caregiver?
   • If the PDIS implementation guidelines are not clear, how can I seek assistance?
   • What factors make you forget to provide PDIS services to patients?
   • What are the reasons for you to decide whether to explain the content of PDIS to this patient?
   • What can cause you to be distracted during explaining PDIS to the patient?
   • When explaining PDIS, have you ever missed other important tasks?
8. Environment, context, and resources
   - Have you received any trainings about PDIS?
   - When explaining PDIS to the patient, what difficulties have been encountered (for example, there was not enough time, there were urgent matters, and the patient’s questions cannot be answered)
     o How did you solve these difficulties?
   - What technical difficulties did you encounter when printing PDIS (such as unclear information or errors or omissions, etc.)? Do you seek help from the IT department? Is the experience of seeking help smooth?
     o Have you tried to solve it? Was it resolved successfully?

9. Emotions
   - To what extent do you feel that emotional factors will affect the entire process of performing PDIS? (Ask the respondent to answer the specific emotions, such as stress, compassion, empathy, etc. Please note that the respondent should describe the specific scenario)

10. Beliefs about capabilities
    - How confident are you that you can explain PDIS when there are more patients and heavy workload?
    - Are you confident to answer when the patient/carer phones the ward for inquiries after discharge?
    - When the patient’s education level is low, how confident are you that you can explain and make the patient understand PDIS?

11. Social/professional role & identity
    - Do you think that printing and explaining PDIS to the patient and answering related questions account for what proportion of the responsibilities when the patient is discharged from the hospital?
    - Which part do you think is the responsibility?
    - What parts do you think need assistance to complete?
    - What parts do you think should have been done by someone else?

12. Social Influences
    - How do interviewees and colleagues who have a good relationship with you think about PDIS? Are there inconsistent views?
    - What does your supervisor think of PDIS (pay attention to whether it is consistent with the views of colleagues)?
    - What is their immediate response when PDIS is provided to patients or caregivers?
    - Have you taken any measures, innovative methods, etc. to implement PDIS more effectively?

13. Intentions
    - What is the department/hospital doing to increase the willingness/enthusiasm of the interviewees?
    - What do you think the department/hospital can do to increase the willingness/enthusiasm of the interviewees in the future?

14. Optimism
    - How confident are you that PDIS will continue in this hospital? why?
    - How confident are you that PDIS will be implemented in other departments, and even in all HA hospitals? why?