

Pre-Interview Steps

1) Welcome and Introduction

Hello, my name is _____. Thank you for agreeing to take part in this study.

2) Process

In today's meeting I will be asking you questions about the factors or services that influence staying at home and dying at home.

We will try to get as complete a picture as possible of the care and services that are needed to inform the development of palliative and end-of-life care services that best meet the needs of patients and families. Access to such services will ultimately allow more people at the end of life to remain at home until they pass away if that is what they choose.

The discussion will last approximately 45 minutes. If you agree, it will be recorded to help me remember the details of the discussion. I will take notes occasionally and check the recorder. Please feel comfortable sharing your opinions during the meeting.

If you need any help or a break during the interview, please feel free to say so.

Thank you for participating in this project.

3) Review consent form

Please review the consent form. If you have no questions, I would ask you to sign the consent form. I will give you a signed copy for your records.

Please complete the socio-demographic profile before beginning the interview.

4) Questions before we begin the interview

Do you have any questions before we begin the interview?

Interview Guide

5) Questions

Q1. Please tell me about yourself.

Q2. What influences being able to provide home care (or dying at home, being transferred to the hospital) (*adjust according to participant*) for the person at the end of life?

Clarification questions: What helps you to stay at home (or facilitates staying at home)?

What make it difficult for you to remain at home?

Q3. Can you describe the challenges of providing home care to a person at the end of life?

Clarification questions: In terms of care and services?

Q4. Tell me about the care and services that you expect from the palliative home care team?

Clarification questions: Taking into account what you have said, what elements need to be improved?

Q5. Which of the services that you have identified are most important to you?

Clarification questions: Can you tell me why?

Q6. Has your perspective changed over time?

Clarification questions: (if yes) Can you tell me what has changed?

Additional questions if needed:

If we had the chance to change how services are organized, what would you suggest we do differently?

Is there anything else you would like to add?

Are there any issues you would like to discuss that I haven't asked you?

Thank you for participating in this interview. Your responses will help us to better understand how to improve the services that are offered.

(Summary of the steps that remain to be completed in the study)