**Interview guide**

*Thank you for meeting us despite your loss. We’re sorry to hear about your loss. If it’s not too difficult for you, we would like to talk about the period before your loved one’s death (last few months). In particular, we are trying to* *understand how well home hospice care services respond to the needs of patients and family caregivers.*

1. Can you think back to the time when your loved one’s medical condition was deteriorating in the last few months, and describe how she/he received the medical care services?
2. What was the diagnosis?
3. How had he/she been cared for before being transferred to home hospice care?
4. How did he/she come to receive the home hospice care?
5. What were the preferences for care and place of dying at that time?
6. How was these topics discussed and recorded?
7. Who was involved in the discussion?
8. Were there any changes over time even after enrollment of home-based palliative care?
9. Was there agreement between your loved one and you (and other family members)?
10. We would like to ask about the experience of home hospice care that your loved one received.
11. Who was involved in the patient’s care?
12. What were the positive aspects of home hospice care?
13. What were some of the difficulties or issues you or your loved had in relation to the home hospice care?
14. What were the main needs and expectations, and to what extent these needs were met?

* Relief of physical pain
* Symptom management
* Spiritual support
* Emotional support
* Caregiver support
* Medicines
* Others (please elaborate)

1. What do you think of the overall responses of the homecare team to the changing needs of your loved one across his/her illness trajectory?
2. What were the most important thing at the end of his/her life?
3. Can you describe the experience of acute hospital care utilization (hospitalization, emergency department visit and other related acute hospital care) that your loved one received while he/she was still receiving home-based palliative care services?
4. Can you give me some examples of these episodes?
5. What factors prompted the use of hospital care? Which factors became more crucial than others?
6. How was the decision(s) for hospital care made? Who was involved in the decision? Can you tell me more?
7. What was the experience of the transitions overall?
8. How do you think the home hospice care services could be improved to support patients at the end of life like your loved one?
9. What aspects of the services could be improved to prevent avoidable healthcare utilization?
10. What additional support would be needed to respect patients’ wishes to remain at home at the end of life?
11. Before we wrap up, we would like to ask
12. If you had known what you know now, would you have done anything earlier in a different way (back when your loved one’s medical condition was deteriorating in the last few months/weeks)? E.g. in terms of utilizing home hospice care, decisions on hospitalization, emergency department visits and other acute healthcare use.
13. As family caregivers, were there any other challenges and needs with regards to caregiving for your loved one within the homecare setting?