

## Appendix 1

- (I) On a scale from 1 to 3 (1 being not comfortable and 3 being comfortable), how comfortable are you discharging a patient to K-wing's palliative care unit (PCU) with a pre-discharge order?
- (II) What would make you uncomfortable in discharging a C6/General Internal Medicine (GIM) patient to K-wing's/PCU with a pre-discharge order?
- (III) What would make you uncomfortable in discharging a C6/GIM patient to K-wing's PCU with a pre-discharge order? Some themes from the nurses were:
- If orders are incomplete and there is no discharge summary
  - If there are changes in the patients that are unaddressed prior to the transfer
  - If patient is imminently dying
  - Unclear orders without dates and times or a copy of the discharge summary
  - Would be concerned if patient's status indicate that patient could expire during or shortly after transfer
  - If the orders are not clear enough
  - If discharge summary is not included at the same time

**Appendix 2** Process control board for C6/GIM patients transferring to K-wing PCU, January 16 to June 30, 2020

Date of anticipated discharge	Name	Bed offer time	Pre discharge order & summary	Substitute decision maker (SDM) notified	Physician (MD) courtesy call	Porter booking time	Patient discharged from quadramed time	Comments
Jan 16	Patient 1	8:00 AM	D.O – Yes D.S – Yes	8:10 am	8:15 AM	10:30 AM	10:40 am	- Family could not get here by 9:30 AM
Jan 17	Patient 2	SAT 8:00 AM	D.O – No D.S – No	8:30 am	8:15 AM	11:30 AM	12:00 pm	- Sat - d/c order written Thurs, no bed offer Fri - d/c order not written again
Jan 19	Patient 3	8:15 AM	D.O – Yes D.S – Yes	8:20 am	8:25 AM	9:30 AM	10:45 am	- No spare stretcher on unit
Feb 18	Patient 4	8:00 AM	D.O – Yes D.S – Yes	8:05 am	8:15 AM	9:30 AM	9:35 am	- 10 AM TARGET ACHIEVED
Mar 13	Patient 5	8:30 AM	D.O – No D.S – No	9:45 am	9:35 AM	10:30 AM	11:30 am	- App submitted today - Bed offer same day 10:30 booked - Not met target
Mar 16	Patient 6	8:30 AM	D.O – Yes D.S – Yes	8:45 am	8:35 AM	9:15 AM	9:30 am	- 10 AM TARGET ACHIEVED
Mar 17	Patient 7	12:00 PM	D.O – Yes D.S – Yes	2:00 pm	2:15 PM	9:30 AM	9:50 am	- SDM notified day before transfer - MD notified day before - 10 AM TARGET ACHIEVED
Mar 19	Patient 8	8:15 AM	D.O – No D.S – No	8:30 am	8:15 AM	11:30 AM	11:45 am	- Saturday d/c
Mar 23	Patient 9	8:00 AM	D.O – Yes D.S – Yes	8:20 am	8:15 AM	10:00 AM	10:15 am	- 2 bed offers today - Couldn't meet both
Mar 24	Patient 10	8:00 AM	D.O – Yes D.S – Yes	8:10 am	8:20 AM	9:30 AM	9:45 am	- 10 AM TARGET ACHIEVED
Apr 3	Patient 11	N/A	N/A	N/A	N/A	N/A	N/A	- COVID died on unit
Apr 11	Patient 12	N/A	N/A	N/A	N/A	N/A	N/A	- COVID died on unit
Apr 27	Patient 13	N/A	N/A	N/A	N/A	N/A	N/A	- COVID died on unit
May 3	Patient 14	N/A	N/A	N/A	N/A	N/A	N/A	- COVID died on unit
May 4	Patient 15	8:00 AM	D.O – Yes D.S – Yes	8:30 am	8:15 AM	10:00 AM	10:15 am	- Didn't email porter for 9:30 AM booking time
May 10	Patient 16	N/A	N/A	N/A	N/A	N/A	N/A	- COVID died on unit
May 22	Patient 17	8:00 AM	D.O – No D.S – No	8:30 am	8:15 AM	9:30 AM	10:15 am	- COVID + - Extra time for PPE
May 26	Patient 18	8:00 AM	D.O – Yes D.S – Yes	9:00 am	8:30 AM	9:30 AM	9:45 am	- 10 AM TARGET ACHIEVED
May 30	Patient 19	N/A	N/A	N/A	N/A	N/A	N/A	- COVID died on unit
Jun 3	Patient 20	8:15 AM	D.O – No D.S – No	9:00 am	8:15 AM	9:15 AM	9:30 am	- 10 AM TARGET ACHIEVED - MD on unit at the time of bed offer

D.O, discharge order; D.S, discharge summary; SDM, substitute decision maker; MD, physician; PPE, personal protective equipment.