

Table S1 Representative quotes by domains and sub-domains

Domains	Sub-domains	Quotes
Symptom management	Loss of appetite	<i>"I thought that maybe the cancer wouldn't kill my mom, but dehydration or malnutrition might. [...] Perhaps if I had known in advance that the person is at the point where the body does not ask for food or drink and is closer to death, I would have had a different perspective..."</i> (Participant 7, male)
		<i>"The most difficult one was when they put the nasogastric tube, she had it for a week or less, it was a little difficult for me to see her in that state, to see how she was deteriorating rapidly. I think that was the most painful detail, [...] having to feed her through that tube in her nose was something very painful. It even seemed impossible to me [...]"</i> (Participant 19, female)
	Pain	<i>"What hurt me the most was that he had so much pain. [...] And he was always in a lot of pain. And I saw him like that, and it hurt me because I couldn't help him, no matter how much I wanted to."</i> (Participant 9, female)
		<i>"She would scream as if she was in pain, but it seemed like she was doing it for attention, but I don't know."</i> (Participant 18, female)
Anxiety and confusion	Anxiety and confusion	<i>"The biggest challenge with my mom was that she was a person who didn't complain about pain. [...] It can even be counterproductive because a person who is not telling you 'it hurts here' or 'it hurts there' when they are hospitalized, and you try to explain to the doctors why you brought them there, everything is more difficult. Because my mom was always a strong woman who did not complain about physical pain often, and she had a high pain tolerance... and I think that worked against her when we were taking care of her because she wouldn't tell us 'this hurts' or 'that hurts'."</i> (Participant 9, male)
		<i>"It was her confusion, not knowing where she was... That creates a lot of difficulties because the person is going to become reluctant to receive the necessary attention and care"</i> (Participant 7, male)
	Anxiety and confusion	<i>"He already felt like he wanted to go and couldn't, because apparently, from what I could understand, he thought he was going to leave me alone, and that made him feel very anxious."</i> (Participant 9, female)
		<i>"Then he also started to have- he didn't say it as such, the fear of leaving. That fear that comes, I think, of already leaving and so, we didn't leave him alone, because he would grab our hands and I had to... many times I had to sleep all night holding his hand, you know, when he let go a little, he would look for it, move his hand to grab our hand again."</i> (Participant 8, female)
Cultural and religious values	Family-centered values	<i>"As caregivers, we must instill values from home, such as caring, respect for our loved ones, and the love we feel for them"</i> (Participant 19, female)
		<i>"...Puerto Ricans in general, culturally, are attached to their loved ones. We generally want to be there"</i> (Participant 18, female)
	Religious support	<i>"My mom was a Christian and as for us, my sister is a pastor, so she provided very attentive care. She would call her often in the mornings to cover the spiritual and emotional areas as well. Because we are afraid of the unknown."</i> (Participant 14, female)
		<i>"we told them what religion my mother was, and [hospice] adapted to that... they even brought a minister for us"</i> (Participant 11, female)
Interaction with hospice providers	Communication with hospice providers	<i>"the [hospice chaplain] would come and pray with him and talk to him very well... And I believe all of that is very important for a person who believes in God..."</i> (Participant 9, female)
		<i>"And since we don't know what will happen when we die, or even as Christians, we don't know if we will be with the Lord. My sister worked on all those fears and situations with my mom. But we also had the visit of the chaplain."</i> (Participant 14, female)
	Support and education at end-of-life	<i>"Most of us, Puerto Ricans are mainly Christians, by belief and culture. [...] But having that moral guide, that spiritual guide, at least in Puerto Rico, I think that's important because as a culture and as a society, we predominantly do not lean towards other beliefs apart from Christianity. [...] Well, [hospice providers] should focus on that area, I understand that it is quite important that they lean towards or take you to that type of belief or that type of ideal or ideology [...]"</i> (Participant 7, male)
		<i>"When the nurse would go see my mom, she always found a way to explain the details to me and tell me what I needed to do with my mom in a way that I could understand"</i> (Participant 19, female)
Support and education at end-of-life	Support and education at end-of-life	<i>"...the most relevant thing I needed in a cultural way was feedback [...] I had to call them and insist on being provided with information"</i> (Participant 18, female)
		<i>"Latinos are very spiritual, very religious, and the spirituality was very good. In that way, they took care of us, especially of my dad, because he was a deacon. [...] There was [...] that hug without hugging. That affection, they make you feel appreciated from the first call [...] Everything they explained to me had been [...] with that touch of [...] understanding, with empathy. [...] They had a lot of empathy, that warmth—the human warmth that Puerto Ricans always look for—as if they cuddle you in a way, because that's how we Puerto Ricans are, and the spirituality,"</i> (Participant 8, female)
Support and education at end-of-life	Support and education at end-of-life	<i>"And in general, perhaps they could have been a bit more sensitive, perhaps when providing guidance on the stages that would come during this hospice period"</i> (Participant 7, male)
		<i>"They didn't tell me about the financial aspect, that when he dies, the funeral home takes him and they give part of it to Social Security, they close everything and then we're left without money. Fortunately, we were able to withdraw money from another [non-hospice] person who told us, 'Withdraw money, because once the funeral home takes it, the bank closes everything and you have no way to withdraw money for the funeral.'" (Participant 8, female)</i>