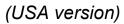
Caregiver Survey





Thank you for your interest in this survey about your experience and views on end-of-life care. First, we would like to ask you a few questions.

A1.		what year were you born? (YYYY) ow 21 years old]	[Terminate survey if participant is						
A1.2	Wh	What is your gender?							
	□1	Male							
	□2	Female							
	□3	Other,							
A2.		he past two years, has a family membended period of illness or injury? [Te	ber or close friend died after a brief o rminate survey if A2=4]						
	1								
	□ 2	Yes, between 6 months and 1 year ag	0						
	□ 3	Yes, between 1 and 2 years ago							
	□ 4	No							

A3.	consider t survey, w	What was your relationship to the person who died? If more than one person died, consider the one whose end of life care you were most involved in. For the rest of the survey, we would like you to consider this person when you answer the questions. The deceased person was my:							
	□1	Wife	□8	Aunt					
	□2	Husband	□9	Uncle					
	□3	Partner	□10	Daughter					
	□4	Mother	□11	Son					
	□5	Father	□12	Grandmother					
	□6	Sister	□13	Grandfather					
	□7	Brother	□14	Close friend					
	□15	Colleague/co-worker	□ 16	Other, please specify:					

Version to use: father

Gender to use: he

his

He

His

him

	_	before his death did yo nate survey if A4= 7 or 8	_	ather had an illne	ess or injury that could caus	e his
□1	Les	s than 1 month before				
□2	At le	east 1 month, but less th	an 2 months			
□3	At le	east 2 months, but less t	han 6 months			
□4	At le	east 6 months, but less t	han 1 year			
□5	At le	east 1 year, but less than	n 2 years			
□6	At le	east 2 years, but less tha	an 3 years			
□7	Mor	e than 3 years before				
□8	Don	't know/not sure				
	minate	survey if response option	on selected for A5.1 to A5	.3 is 'not at all inv	ould cause his death, how in olved']	nvolved were you
	A5.1		about treatment decisio □	ns≀ □	П	
		Not at all involved	Somewhat involved	Involved	Very involved	
	A5.2	Helping him get medi	cal care, such as going	with him to doct	or visits?	
		Not at all involved	Somewhat involved	Involved	Very involved	

	ch of the following professional services did he receive as a part of his health care or treatment for his ss or injury? A professional is someone who is paid to provide services. (select all that apply)
□1	Non-medical support (for example help with housework and planning)
□2	At-home medical care (for example, help from a visiting nurse to administer treatments)
□3	In-patient medical care (hospitalizations requiring at least one overnight stay)
⊠4	Outpatient medical care (visits to doctors office or specialty clinics)
□5	Palliative/hospice care (comfort care meant to reduce the impact of symptoms instead of curing the disease)
□6	Traditional or herbal medicine (for example, treatments not prescribed by medical doctors)
□7	Other,

□1	Arteriosclerosis (disease of the arteries)	□13	Natural causes/Old age
□2	Cancer	□14	Poisoning, injury or accident
□3	COVID-19	□15	Premature birth or trauma at birth
□4	Dementia	□16	Respiratory problems (such as Influenza)
□5	Genetic/inherited health problems	□17	Stroke
□6	HIV/AIDS	□18	Tuberculosis (or TB)
□7	Infection	□19	Unknown
□8	Heart problems	□20	Other, please specify:
□9	Kidney diseases	□21	Did not learn of illness/injury that could cause death in advance
□10	Liver diseases		
□11	Lung diseases		
□12	Malnutrition		

Timeframe to use: since learning your xxx had an illness/injury that could cause his death

This survey will help policy makers and doctors understand differences in how people die around the world and what factors people like you think are important at the end of life.

As you answer questions in this survey, please keep in mind that **health care providers** are people who are paid to provide services, such as doctors, nurses, and social workers. *Caregivers* are family and friends who help take care of patient needs.

Later in this survey we will ask you to tell us about your father's experiences with health care providers. But first we would like you to tell us about your <u>own</u> experiences with health care providers as a caregiver.

[Choose between pages 7 and 18]

Consider your own interactions with health care providers near the time of your loved one's death and tell us how much you agree or disagree with each of the statements below. Please check "does not apply" if the statement does not apply in your case.

Additional information will be shown if you place your pointer over the areas below with an exclamation mark (!)

Consider whether health care providers gave <u>you</u> enough information to help with your father's medical needs near the time of her death. Also, consider whether they shared the information with you or you had to ask for the information.								
1. Health care providers gave me clear and timely information on how to care for him □ does not apply near the time of his death.								
Strongly disagree	Strongly disagree Somewhat disagree		Somewhat agree	Strongly agree	Don't know			
•	Health care providers can help family and friends cope with the stress and sadness associated with losing a loved one. Consider whether you received enough help from health care providers before your father's death.							
2. Health care prov	2. Health care providers helped me cope emotionally before his death.							
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know			

Health care providers can be cold and insensitive or caring and sympathetic when dealing with caregivers. Consider								
whether the health care providers mostly were kind to you and tried to put themselves in your position.								
3. Health care providers mostly treated me kindly and sympathetically. □ does not apply								
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know			
A.C								
·	h, health care providers ner you received enoug	•		their natural feeling	is during this difficult			
		,						
4. Health care prov	iders offered grief ser	rvices <u>after</u> <mark>hi</mark> s d	leath.		□ does not apply			
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know			
•	sometimes offer caregi							
	funeral arrangements. ith the process after you		er nealth care profes	sionais gave you cie	and unlery			
•								
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know			

Now suppose you were responsible for another loved one nearing the end of life.

We will now ask you a different kind of question than those you just answered. For these questions, we want you to think about different groups of providers for this other loved one.

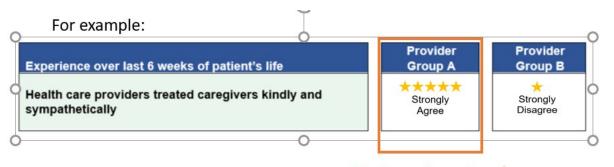
PLEASE NOTE THE PROVIDER GROUPS WE WILL SHOW YOU ARE NOT THE ONES WHO CARED FOR YOUR FATHER.

These groups might not even exist in your area. Telling us how you would choose IF these options were available will help us understand what is important to you.

We would like to know which provider group you would choose if all you knew about them were ratings given by other caregivers based on questions like those you answered before.

This box shows how we will use stars to indicate the way caregivers rated their experience with these provider groups.

How strongly caregivers agreed or disagreed with each statement	Star Rating
Most caregivers said they strongly agreed	(best)
Most caregivers said they neither agreed nor disagreed	***
Most caregivers said they strongly disagreed	(worst)



Most caregivers strongly agreed that providers in Provider Group A treated them kindly and sympathetically. They gave that experience 5 stars.

For example:



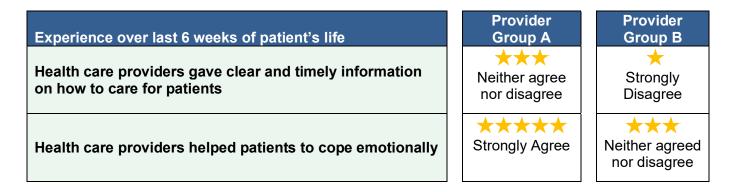
Most caregivers strongly disagreed that providers in Provider Group B treated caregivers kindly and sympathetically. They gave that experience 1 star.

As you answer the next 4 questions please keep in mind:

The provider groups we show you could have good ratings for some experiences and bad ratings for others.

Please consider the ratings for all experiences shown and think about **which provider group you would choose** if your loved one had to go to one of these provider groups.

Suppose most caregivers rated Provider Group A and Provider Group B as shown in the table below. Everything else was the same.

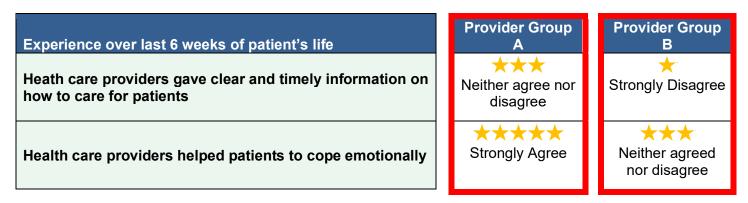


- 1. Based on these ratings, which provider group (A or B) gave caregivers better information on how to care for the patients?
 - □1 Provider group A
 - □2 Provider group B
 - □3 Don't know / Not sure

[if Q1 not equal Provider Group A]

Columns in the table below show the ratings for Provider Groups (A and B).

[EXPERIENCE STATEMENT WILL BE RANDOMLY ALLOCATED BASED ON THE EXPERIMENTAL DESIGN AND WILL VARY ACROSS RESPONDENTS. EXAMPLE AS SHOWN BELOW]



The table shows that:

- Caregivers gave health care professionals in **Group A** 3 stars not agreeing or disagreeing that the information provided was clear and timely.
- Caregivers gave health care professionals in **Group B** 1 star strongly disagreeing that the information provided was clear and timely.

This means that caregivers thought Provider Group A gave better information on how to care for patients near the time of death.

Consider the same Provider Groups.

[EXPERIENCE STATEMENT WILL BE RANDOMLY ALLOCATED BASED ON THE EXPERIMENTAL DESIGN AND WILL VARY ACROSS RESPONDENTS. EXAMPLE AS SHOWN BELOW]

Experience over last 6 weeks of patient's life	Provider Group A	Provider Group B
Health care providers gave clear and timely information on how to care for patients	★★★ Neither agree nor disagree	★ Strongly Disagree
Health care providers helped caregivers to cope emotionally	**** Strongly Agree	★★★ Neither agreed nor disagree

- 2. Based on these ratings only, which Provider Group (A or B) would you choose to care for someone like your father?
 - □1 Provider Group A
 - □2 Provider Group B
 - □3 Don't know / Not sure

This choice has 3 options instead of 2.

Experience over last 6 weeks of patient's life	Provider Group A	Provider Group B	Provider Group C
Health care providers gave caregivers clear and timely information on how to care for patients	★ Strongly Disagree	*** Neither agree nor disagree	**** Strongly Agree
Health care providers helped caregivers to cope emotionally	**** Strongly Agree	Neither agree	Strongly Disagree
3. If these were the only options, which Provider Group (A, B, or C) would you choose based on these ratings?			

[Example Choice Question –]

[THE ATTRIBUTE LEVELS AND GRAPHICS WILL VARY ACROSS RESPONDENTS. EACH RESPONDENT WILL BE PRESENTED 4 SUCH QUESTIONS. ONE EXAMPLE IS SHOWN BELOW. QUESTIONS WILL BE RANDOMLY ALLOCATED BASED ON THE EXPERIMENTAL DESIGN.]

Experience over last 6 weeks of patient's life	Provider Group A	Provider Group B	Provider Group C
Health care providers provided caregivers clear and timely information on how to care for patients	*	***	****
Heath care providers helped caregivers to cope emotionally	***	****	*
Health care providers treated caregivers kindly and sympathetically	****	*	***
 If these were the only options, which Provider Group (A, B, or C) would you choose based on these new ratings? 			

Now we would like you to tell us about **your father's** experience at the end of life. Please indicate how good you thought the care was from each kind of health care provider.

Provider	Poor	Fair	Good	Very Good	Excellent	Don't know/not sure	Does not apply
Doctors							
Nurses							
Counselors/social worker/psychologists							
Other support staff							

1. The care provided to my father during the last 6 weeks of life mostly was:

□1	Verv	poor

□2 Poor

□3 Neither good nor poor

□4 Good

□5 Very good

□6 Don't know/not sure

Please tell us how much you agree or disagree with each statement based on your XXX experience.

Consider his experience with health care providers near the time of his death. Please check "does not apply" if the statement does not apply in your father's case.

[EACH RESPONDENT WILL BE PRESENTED ATLEAST 4 QUESTIONS AS SHOWN BELOW. THE AGREEMENT QUESTIONS WILL BE ALLOCATED BASED ON THE EXPERIMENTAL DESIGN.]

Consider whether health care providers presented information in a way that your father could easily understand. Also, consider whether health care professionals shared the information with your father or he had to ask for this information.						
1	informed de	providers delivered clecisions. (Please check bility to make decisions.	"does not apply" if d			□ does not apply
	□ Strongly disagree	□ Somewhat disagree	□ Neither agree nor disagree	□ Somewhat agree	□ Strongly agree	□ Don't know

Health care providers can be formal and insensitive or caring and sympathetic when dealing with patients. Consider whether health care providers mostly were kind to your father and tried to put themselves in his position.						
2. Health care	providers <u>mostly</u> treat	ed him kindly and s	ympathetically.		□ does not appl	
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know	
For many people, preparing for death can be a spiritual or cultural experience as well as a physical experience. Some health care providers understand better than others the importance of this aspect of preparing for death. Consider whether health care providers were accepting and gave your father enough help for his spiritual, religious, and cultural needs.						
3. Health care professionals supported his spiritual, religious, and □ does not apply cultural needs.						
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know	

Some health care pro	viders and care facilities	give more access to	friends and family th	an others. Contact	can include
phone or internet access as well as visits. Consider whether your father felt he had enough contact with friends and family					
near the time of death	1.				
4. Health care	4. Health care providers encouraged contact with his friends and family. □ does not apply				
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know

•	viders try harder than ot s to get enough informat		•	•	
5. Health care	providers asked enou	gh questions to und	derstand his needs.		□ does not apply
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know

Sometimes health	Sometimes health care providers can give patients too much treatment to try to extend their lives. Other times they provide					
too little treatment.	Providers also sometimes	give patient low-qual	ity treatments that ca	n cause unnecess	ary suffering.	
Consider whether y	<i>r</i> our <mark>father</mark> felt he was give	n too much treatmen	t, too little treatment o	or low-quality treat	ments.	
	re providers provided apg treatments.	opropriate levels and	d quality of life		☐ does not apply	
exteriality	g treatments.					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know	
Health care provide	ers use medicines and other	er methods to help pe	ople deal with pain a	nd other discomfo	rt. Some of these	
can limit patients' a	bility to stay alert and to ta	lk with people around	d them. Consider who	ether your father w	anted more or	
less treatment for h	is pain and other physical	symptoms.				
7. Health ca	re providers controlled I	nis pain and discom	fort to his desired le	evels.	□ does not apply	
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know	

Approaching the end	d of life can be a stressful	and emotional exper	ience. Health care pr	oviders can help p	eople cop <mark>e w</mark> ith
their natural feelings as they approach the end of life. Consider whether your father received appropriate help from his					
health care providers.					
8. Health care providers helped him cope emotionally.					□ does not apply
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know

In addition to quality	In addition to quality of care, some health care providers treat patients at hospitals and clinics that are more comfortable				
and attractive than o	thers. Consider what you	ur father thought abo	ut the facilities, equip	ment and general	atmosphere of the
places outside the ho	ome where <mark>he</mark> received o	care.			
9. The places where health care providers treated patients were clean, safe, and comfortable.					
		\boxtimes			
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
Patients often are se	en by many health care	providers. Understan	ding what treatment e	each provider is do	ing is important to
coordinate health ca	re decisions and avoid ur	nnecessary tests. Co	nsider how well differ	ent health care pro	oviders shared
information about his	s care without involvemer	nt from you or your fa	ther.		
10. Care was well coordinated across different healthcare providers. □ does not apply					
_	_			<u>_</u>	
			Ш		
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know

Peo	ple who approacl	n death can need help w	ith things unrelated to	o medical concerns. F	or example, some	might need help
getti	ng a will or orgar	nizing their finances. Oth	ers might need help a	attending a special fa	mily event, like a w	edding or
grad	luation. Consider	whether your father tho	ught that health care	providers helped with	his non-medical c	oncerns.
		•				
	11. Health care	e providers helped with	his non-medical co	oncerns.		□ does not apply
	П			П	П	П
	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
Not	all options for car	re at the end of life are c	overed or covered co	mpletely by insurance	e. Consider whethe	er enough money
was	available or subs	sidies provided so that co	osts did not limit the o	care your father recei	ved.	
12. Costs were not a barrier to his getting appropriate care. □ does not apply						
	П	П	П		П	П
	Strongly disagree	Somewhat disagree	Neither agree nor	Somewhat agree	Strongly agree	Don't know

Some people feel str	Some people feel strongly about being cared for or dying at home where they can be in a familiar setting with their loved					
ones. Others prefer t	ones. Others prefer to stay at a clinic or a medical facility, where pain and other symptoms can be treated better. Consider					
whether health care	whether health care providers did all they could to honor your father's preferences about where he died.					
13. He was able to be cared for and die at his place of choice.					□ does not apply	
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know	

Again suppose you were responsible for another loved one nearing the end of life and were considering which provider group to choose. Last time we showed you ratings from **caregivers**. This time we would like to know which group you would choose if all you knew about them were ratings given by **patients**.

Remember: These groups are NOT those who cared for your loved one before.

As you answer the next 4 questions please keep in mind:

- Assume your loved one does not have dementia or another conditions that limits their ability to make decisions.
- The provider groups we show you may have good ratings for some experiences and bad ratings for others.
- Please consider the ratings for all experiences shown and think about **which group you would choose** if your loved one needed care from these providers.

[Example Choice Question –]

[THE ATTRIBUTE LEVELS AND GRAPHICS WILL VARY ACROSS RESPONDENTS. EACH RESPONDENT WILL BE PRESENTED 4 SUCH QUESTIONS. ONE EXAMPLE IS SHOWN BELOW. QUESTIONS WILL BE RANDOMLY ALLOCATED BASED ON THE EXPERIMENTAL DESIGN.]

Experience over last 6 weeks of life	Provider Group A	Provider Group B	Provider Group C
Health care providers gave patients clear and timely information so patient could make informed decisions.	*	***	*
Health care providers treated patients kindly and sympathetically.	***	****	*
Health care providers supported patients' spiritual, religious, and/or cultural needs.	*	***	****
Health care providers allowed patients to contact their friends and family.	****	*	***
 If these were the only options, which Provider Group (A, B, or C) would you choose based on these ratings? 			

ADDITIONAL DEMOGRAPHIC INFORMATION [PATIENT]

Please tell us more about your loved one.

1.	Which religion did he fo	ollow?	
□1	Christianity	□5	Judaism
□2	Islam	□6	Other, please specify:
□3	Hinduism	□7	Did not follow any specific religion, but was a spiritual person.
□4	Buddhism	□8	Atheist/ Agnostic
2. □1	What was his primary s English	poken language? □6	French
□2	Spanish	□7	Other, please specify:
□3	Mandarin		· · · · · · · · · · · · · · · · · · ·
□4	Russian		
□5	Tagalog		

3	Did his condition or treatments make it difficult for him to communicate during the last 6 weeks of life?					
	□1	Yes				
	□ 2	No				
4		have trouble getting what he needed during the last 6 weeks of life because not speak the same language as his doctors or nurses?				
	□1	Yes				
	□ 2	No				
5	Did he need an interpreter, signer, or family member to help him communicate with health care provider during the last 6 weeks of life? ☐1 Yes					
	□2	No				
	□3	Don't know/not sure				
6	s condition or treatments seriously limit his memory or reasoning, requiring a member to make health care decisions for him toward end of life?					
	□ 1	Yes				
	□ 2	No				

7.	[If 3=yes, 4=yes or 6=yes] How sure was the family member that he or she understood what care he wanted?								
	□1	Very sure							
	□2	Somewhat sure							
	□3	Neither sure nor unsure							
	□4	Somewhat unsure							
	□5	Very unsure							
	□6	Don't know							
	8. WI	nat was his marital status at the time o	r deatr						
	□1	Single / never married	□4	Widowed / surviving partner					
	□2	Married / living as a couple / civil partnership	□5	Other, please specify:					
	□3	Divorced or separated	□6	Don't know/not sure					
9.	What	kind of health insurance did he have?	? [chec	ck all that apply]					
	□1	Public insurance provided by the government (Medicare or Medicaid)	□5	None					
	□2	Through an employer or union	□6	Other,					
	□3	Through a state or federal insurance exchange	□7	Don't Know					
	□4	Veteran's affairs	□8	He did not have health insurance					

10	How would you describe his household income?					
	□1	Low income				
	□2	Lower- middle income				
	□3	Middle income				
	□4	Upper-middle income				
	□5	High income				
11.	What wa	is the <u>highest</u> level of education he	comp	leted?		
	□1	Less than high school	□6	Associate's degree or 2-year college degree		
	□2	Some high school	□7	4-year college degree (such as BA, BS)		
	□3	High school graduate or equivalent (such as GED)	□8	Some graduate school but no degree		
	□4	Some college but no degree	□9	Graduate or professional degree (such as MBA, MS, MA, MD or PhD)		
	□5	Technical school	□10	Don't know/not sure		

DEMOGRAPHIC INFORMATION [CAREGIVER]

More information about <u>you</u>

12.	What is your religion?					
	□1	Christianity	□5	Judaism		
	□2	Islam	□6	Other, please specify:		
	□3	Hinduism	□7	Do not follow any specific religion but a spiritual person		
	□4	Buddhism	□8	Atheist/ Agnostic		
13.	What is your current marital status?					
	□1	Single / never married	□4	Widowed / surviving partner		
	□2	Married / living as a couple / civil partnership	□5	Other, please specify:		
	□3	Divorced or separated				
14.	What is	your current employment status?				
	□1	Working full-time	□4	Retired and/or not working		
	□2	Working part-time	□5	Homemaker		
	□3	Unemployed but looking for work				

15. Wha	t is the	highest	level of	education	vou have	completed?
---------	----------	---------	----------	-----------	----------	------------

□1	Less than high school	□6	Associate's degree or 2-year college degree
□2	Some high school	□7	4-year college degree (such as BS)
□3	High school or equivalent (such as GED)	□8	Some graduate school but no degree
□4	Some college but no degree	□9	Graduate or professional degree (such as MBA, MS, MA, MD, PhD)
□5	Technical school		

16. Please tell us how much you agree with each of the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I prefer to leave all health care decisions to the doctor					
I am able to help doctors understand what is important to me about my health care.					
My health depends mostly on luck.					
I can do things to improve my health other than what doctors tell me to do.					
I want as much information as possible to make decisions about my health care					

Thank you for completing this survey.