

Supplementary Material 1

CODE-EM Family Survey Tool**CODE-EM Questionnaire**

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| 1. | There was enough help with nursing care in the ED , such as giving medicines, changing diapers and helping the patient find a comfortable position in bed. | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
| 2. | The bed area in the ED and surrounding environment was comfortable for the patient . | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
| 3. | The bed area in the ED and surrounding environment was comfortable for the family . | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
| 4. | The bed area in the ED and surrounding environment had adequate privacy for the patient | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |

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| 5. | Did you have confidence and trust in the ED nurses who were caring for the patient? | <i>Yes, in all of them</i> | <i>Yes, in some of them</i> | <i>No, not in any of the nurses</i> |
| 6. | Did you have confidence and trust in the ED doctors who were caring for the patient? | <i>Yes, in all of them</i> | <i>Yes, in some of them</i> | <i>No, not in any of the doctors</i> |

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| 7. | In your opinion, during the patient's stay in the ED, did the patient appear to be in pain ? | Yes, all of the time | Yes, some of the time | No, s/he did not appear to be in pain | |
| 8. | In your view, did the doctors and nurses in the ED do enough to help relieve the pain? | Yes, all of the time | Yes, some of the time | No, not at all | Not applicable, s/he was not in pain |

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| 9. | In your opinion, during the stay in the ED, did the patient appear to be restless ? | <i>Yes, all of the time</i> | <i>Yes, some of the time</i> | <i>No, s/he did not appear to be restless</i> | |
| 10. | In your view, did the doctors and nurses in the emergency department do enough to help relieve the restlessness? | <i>Yes, all of the time</i> | <i>Yes, some of the time</i> | <i>No, not at all</i> | <i>Not applicable, s/he was not restless</i> |

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| 11. | In your opinion, during the stay in the ED, did the patient appear to have a “noisy rattle” when breathing? | Yes, all of the time | Yes, some of the time | No, s/he did not have a noisy rattle to the breathing | |
| 12. | In your view, did the doctors and nurses in the ED do enough to help relieve the “noisy rattle” when breathing? | Yes, all of the time | Yes, some of the time | No, not at all | Not applicable, s/he did not have a noisy rattle to the breathing |

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| 13. | In your opinion, during the stay in the emergency department, did the patient appear to have difficulty breathing ? | Yes, all of the time | Yes, some of the time | No, s/he did not have difficulty breathing | |
| 14. | In your view, did the doctors and nurses in the emergency department do enough to help relieve the breathing difficulty? | Yes, all of the time | Yes, some of the time | No, not at all | Not applicable, s/he did not have difficulty breathing |

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| 15. | During the time in the ED, the patient's care and treatment was discussed with you and/or the family. | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
| 16. | The healthcare team at the ED explained the patient's condition and treatment in a way you found easy or difficult to understand . | <i>Very easy</i> | <i>Easy</i> | <i>Neutral</i> | <i>Difficult</i> | <i>Very Difficult</i> |
| 17. | How would you assess the overall level of emotional support given to you by the ED healthcare team? | <i>Very poor</i> | <i>Poor</i> | <i>Fair</i> | <i>Good</i> | <i>Excellent</i> |
| 18. | The ED healthcare team discussed the patient's religious or spiritual needs . | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |

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| 19. | Were you told that the patient would be likely to die soon? | <i>Yes</i> | <i>No</i> |
| 19a) | If yes, who told you s/he was likely to pass away soon? | | |

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| 20. | Did a member of the ED healthcare team talk to you about what to expect during the dying process (e.g. what symptoms may arise)? | <i>Yes</i> | <i>No</i> |
| 20a) | If yes → Was the discussion about what to expect during the dying process helpful? | <i>Yes</i> | <i>No</i> |
| 20b) | If no → Would a discussion about what to expect during the dying process have been helpful? | <i>Yes</i> | <i>No</i> |

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| 21. | In your view, the patient was treated with respect and dignity by the ED doctors . | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
| 22. | In your view, the patient treated with respect and dignity by the ED nurses . | <i>Strongly agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly disagree</i> |

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| 23. | Overall, in your opinion, were you adequately supported during the patient's stay in ED? | <i>Yes</i> | <i>No</i> |
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