Appendix 1: Summary of Ratings [median score on 9-point scale and interquartile range (IQR)] and Modifications for PC-QIs Rated and Revised (PC-QIs = 39)

Initial Person-Centred Quality Indicators	Round 1 Remote Panel Rating Median Score on 9-point Scale (IQR)	Round 2 Face-to-Face Panel Rating Median Score on 9-point Scale (IQR) – as applicable for disagreement *initially rated as Keep/Discard	Round 2 Modifications	Round 3 Remote Panel Rating Median Score on 9-point Scale (IQR)	Round 3 Modifications	Round 4 Final Remote Panel Rating – Keep/Discard
Structure Indicators						
Policy on Person-Centred Care	8 (6, 9)	Keep	Expanded on description	8 (7, 8)	None	Keep
Educational Programs on Person-Centred care	8 (7, 9)	Keep	Expanded on description	8 (7, 8)	Expanded on description	Keep
Protocol addressing Discriminatory Care	7.5 (6, 9)	Keep	Merged with "Educational Programs on Person-Centred Care"	N/A	N/A	N/A
Protocol Addressing Cultural Competence	7 (6, 9)	Keep	Changed wording to "Culturally Competent Care"	8 (7, 8)	Expanded on definition	Keep
Educational Programs reflecting Cultural Competency and Cultural Humility	7 (6, 9)	Keep	Merged with "Culturally Competent Care"	N/A	N/A	N/A

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Program/Protocol for recruitment and retention of staff of diverse backgrounds	8 (5.5, 9)	Keep	Merged with "Educational Programs on Person-Centred Care"	N/A	N/A	N/A
Supporting a Workforce Committed to Person-Centred Care	7 (4, 9)	Disagreement	Merged with "Policy on Person-Centred Care"	N/A	N/A	N/A
Providing a Supportive and Accommodating Person-Centred Care Environment	7 (5, 8)	Keep	Clarified language in description	7 (6, 8)	None	Keep
Providing an Environment that Reflects Diversity and Inclusion	8 (5, 9)	Keep	Merged with "Providing a Supportive and Accommodating Person-Centred Care Environment"	N/A	N/A	N/A
Partnership with Communities	8 (6, 9)	Keep	Expanded description; changed wording to "Co-designing care in partnership with communities"	8 (7, 8)	Components merged with "Policy on Person-Centred Care"	Keep
Protocol for the Integration of	8 (5, 9)	Keep	Expanded description;	8 (6, 8)	Components merged with	N/A

2

Structures to Support Health Information Technology			changed working to "Healthcare Information Technology to Support Person-Centred Care"		"Policy on Person-Centred Care"	
Structures to Report Person-Centred Care Performance	8 (8, 9)	Keep	Changes to description of data source	8 (8, 9)	None	Keep
Process Indicators						
Compassionate Care	9 (8, 9)	Keep	Broadening of definition, providing example measures	8 (8, 9)	None	Keep
Equitable care	8 (7, 9)	Keep	Broadening of definition, providing example measures	9 (8, 9)	Expanded definition	Keep
Trusting Relationship with Healthcare Provider	9 (8, 9)	Keep	Broadening of definition, providing example measures	8 (8, 9)	None	Keep
Accessing Interpreter Services	8 (7, 9)	Keep	Broadening of definition, providing example measures	8 (7, 9)	None	Keep

3

Communication with Healthcare System	8 (7, 9)	Keep	Broadening of definition, providing example measures	8 (8, 9)	Example items from measure included	Keep
Communication between Patient and Healthcare Provider - Nurse	8 (7.5, 9)	Keep	Broadening of definition	8 (8, 9)	Edits to example measures	Keep
Communication between Patient and Healthcare Provider - Physician	8 (8, 9)	Keep	Broadening of definition	9 (8, 9)	Edits to example measures	Keep
Information about Taking Medication	9 (7, 9)	Keep	Expanded on description	8 (8, 9)	Expanded description	Keep
Communicating Test Results	8 (7, 9)	Keep	Expanded on description; providing example measures	8 (8, 9)	None	Keep
Coordinating Your Care	9 (7, 9)	Keep	Expanded on description; changed wording to "Coordination of Care"	8 (8, 9)	Expanded on definition	Keep
Patient Involvement in Decisions About Their Care and Treatment	8 (8, 9)	Keep	Broadening of definition	9 (8, 9)	Changed wording to "Patient and Caregiver Involvement in Decisions	Keep

4

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					about Their Care and Treatment"	
Engaging Patients in Managing their Own Health	8 (7, 9)	Keep	Clarification of self-management	8 (8, 9)	Expanded on definition	Keep
Timely Access to a Primary Care Provider	8 (7, 9)	Keep	None	8 (6.5, 9)	None	Keep
Patient preparation for a planned admission to hospital	8 (7, 9)	Keep	Broadening of definition and wording changed to "Patient Preparation for a Planned Treatment Program"	8 (7, 9)	None	Keep
Time to Unplanned Admission Through Emergency Department	7.5 (6, 9)	Discard	Discarded by panel	N/A	N/A	N/A
Discharge Planning	9 (8, 9)	Keep	Change focus from discharge to continuum of care; wording changed to "Transition Planning"	9 (8, 9)	Edits to example measures	Keep

5

Post-Discharge Planning	8 (7, 9)	Keep	Merged with "Transition Planning"	N/A	N/A	N/A
Timely Follow-up with Hospital Discharged Patients	8 (5, 9)	Keep	Merged with "Transition Planning"	N/A	N/A	N/A
Discharge Summaries Available to Community Care Provider Within 48 Hours of Discharge	8 (7, 9)	Keep	Merged with "Transition Planning"	N/A	N/A	N/A
Noise During Hospitalization/Stay	7 (6, 8)	Keep	Merged with "Providing a supportive and accommodating person-centred care environment"	N/A	N/A	N/A
Outcome Indicators						
Overall Rating	7.5 (5, 8.5)	Discard	Discarded by panel	N/A	N/A	N/A
Overall Experience	8 (6, 9)	Keep	None	9 (7, 9)	Expanded description	Keep
Cost of Care-Affordability	6.5 (5, 9)	Keep	None	7 (5, 9)	None	Keep
Patient-Reported Outcomes – General Health	7 (5, 9)	2 (1, 4)	Discarded by panel; agreed to discuss in working group	7 (5, 9)	None	Keep

6

Patient-reported Outcomes – Multi-attribute	7 (5, 8)	Discard	Discarded by panel	N/A	N/A	N/A
Patient Reported Outcomes- Mental Health	7 (5, 9)	Discard	Discarded by panel	N/A	N/A	N/A
Global Indicator (n=1)						
Friends and Family Test	7 (5, 9)	6.5 (2.5, 7)	None	7 (6, 8)	None	Keep