**Supplementary file 2.** Care complexity individual factors.

| Domains | Factors | Specifications |
|---|---|---|
| Comorbidity/ Complications | Transmissible infection | Isolation measures |
| | Hemodynamic instability | Intensive control of vital signs or state of shock |
| | Chronic disease | Conditions (organ failure, degenerative process or oncological disease) that require ongoing medical attention and limit activities of daily living. |
| | Uncontrolled pain | Verbal numerical rating scale above three points |
| | Extreme weight | Low weight, obesity |
| | Position impairment | Includes any position impairment |
| | Urinary or faecal incontinence | Loss of bladder control or failure to control bowel movements |
| | Immunosuppression | Neutropenia, immunodeficiency or immunosuppressive therapy |
| | Anatomical and functional disorders | Amputation, deformities, joint stiffness |
| | Communication disorders | Aphasia, dysphasia, dysarthria, laryngectomy, tracheostomy |
| | High risk of haemorrhage | Coagulation disorders, thrombocytopenia, anticoagulant therapy |
| | Vascular fragility | Capillary fragility, tortuous veins |
| | Involuntary movements | Continuous involuntary movements |
| | Dehydration | Skin turgor |
| | Oedema | An accumulation of an excessive amount of watery fluid in cells, tissues, or serous cavities |
| Developmental | Old age | $\geq$75 years |
| Psycho-emotional | Fear/anxiety | Fear or anxiety (moderate or intense) |
| | Impaired adaptation | Disruptive behaviour, hopelessness or surrender |
| | Aggressive behaviour | Physical or verbal aggressive behaviour (moderate or intense) |
| Mental-cognitive | Mental status impairments | Confusion, disorientation, stupor, transient loss of consciousness |
| | Agitation | Psychomotor agitation |
| | Impaired cognitive functions | Intellectual disability, amnesia |
| | Perception of reality disorders | Delirium, hallucinations, disconnection from reality |
| Sociocultural | Lack of caregiver support | Without caregiver support or caregiver burnout |
| | Belief conflict | Spiritual distress |
| | Language barriers | Barrier to communication resulting from speaking different languages than Spanish or Catalan without translator. |
| | Social exclusion | Extreme poverty |