

### Supplemental Text S1. Interview Guide

1. In addition to yourself and other family caregivers, has your loved one ever received formal caregiving in the home?
  - Probe: What type of home care worker?
  - Probe: When did your loved one have a home care worker (e.g., after a hospitalization or for long-term help)?
  - Probe: How many days a week has the home care worker cared for your loved one?
2. To the best of your knowledge, what diseases/conditions does your loved one have?
  - Probe: Cardiovascular disease? Cancer? Breathing problems? Kidney problems? Pain?
  - Probe: For which of these conditions do they receive help from a home care worker?
  - Probe: Do they have a condition called congestive heart failure?
3. Describe your experience with having a home care worker care for your loved one.
  - Probe: What are your interactions like (positive/negative/elaborate)?
  - Probe: What sort of tasks does the home care worker assist with? How do you decide who does what?
4. Tell me what you think the role of a home care worker is.
  - Probe: Was their role explained to you when they started the job?
  - Probe: What sort of medical training do you think they have received?
  - Probe: Do you get the sense that they understand your loved one's medical problems?
5. Tell me what your loved one's relationship with home care workers is like.
6. How would you describe communication between yourself and the home care worker?
  - Probe: How do you communicate with them (in person, by phone, by text message, by email, other)?
  - Probe: Do you think technology or a smartphone-based app could help improve your communication with the home care worker?
7. Describe how the home care worker and you handle worsening symptoms.
  - Probe: What happens during an emergency?
8. Does the home care worker interact with medical providers?
  - Probe: Who takes your loved one to the doctor?
  - Probe: Who takes your loved one to the hospital?
  - Probe: Who calls 911?
9. Name some challenges of having a formal caregiver help take care of your loved ones.
10. Name some ways in which a home care worker could do a better job caring for your loved one.

**Supplemental Table S1. Codes**

<b>Code</b>	<b>Explanation</b>
<b>LOGISTICS OF CARE</b>	
adequacy of home care hours	home care enough/not enough
asking for more hours	process of increasing home care hours
duration of home care	how long pt has been getting home care
emergency	how to deal with emergencies
HCW number	number of home care workers for one patient
HCW source-agency	where aide comes from - agency
HCW source-not agency	where aide comes from - private (hired directly, not through agency)
HCW turnover	turnover of home care workers; aide leaving
home care initiation	circumstances around initiation of home care
home care initiation: finding aide	how pt/family looked for and found aide
home care initiation: medical circumstances	medical/functional reasons pt needed aide
home care initiation: pt-cg disagreement	pt and caregiver disagree about need for aide
hours of home care	schedule of home care
nurse services	pt receiving home nurse care
other nonmedical services	other nonmedical services (housekeeper, etc.)
other services	other home care services pt receives (PT, SW, etc.)
payment-Medicaid	aide paid for by Medicaid
payment-Medicaid: consumer-directed	aide paid for by Medicaid consumer-directed program
payment-Medicare	aide paid for by Medicare
payment-other insurance	aide paid for by long-term care insurance, work policy, etc.
payment-out of pocket	aide paid for directly by pt/family
post-acute	short-term home care (this is often post-hospitalization)
<b>PATIENT CHARACTERISTICS</b>	
patient agitation	agitation
patient cognition	cognitive conditions (e.g., dementia)
patient diseases	medical conditions

patient function	functional status
patient hospitalization	hospitalization in the past year
patient progression	anticipated changes in pt situation
resistance to care	pt refuses or doesn't want home care
<b>CAREGIVER CHARACTERISTICS &amp; EFFECTS</b>	
caregiver activities	caregiver's job, leisure, other activities
caregiver stress	caregiver feels stressed, anxious, overwhelmed, etc - negative effect of caregiving on caregiver
other family and friends	involvement (or not) of other family or friends in caregiving
support for caregiver	help or support for caregiver from others
<b>HCW &amp; CAREGIVER TASKS</b>	
caregiver inexperience or difficulty	caregiver unable to do tasks or doesn't know how
caregiver tasks	tasks done by caregiver
caregiver training HCW	caregiver training/instructing HCW
HCW task planning	how people know/decide which tasks will be done (care plan, etc.)
HCW tasks errands	help with running errands or going to appointments
HCW tasks food	help with meal prep and eating
HCW tasks housekeeping	help with housekeeping
HCW tasks medical tasks	help with other medical things (wound care, bandages, catheterization, etc.)
HCW tasks medication	help with taking medication
HCW tasks moving pt	help with physically moving around, lifting pt, etc
HCW tasks other	other tasks HCW does
HCW tasks personal care	personal care tasks (bathing, dressing, etc.)
HCW tasks not done	tasks HCW doesn't do
HCW-caregiver overlap	overlap between HCW and caregiver - both doing same task
HCW-caregiver planning	planning/discussion of care between HCW and caregiver
medical visits	taking pt to medical appointments, hospital, etc.

<b>HOME CARE EFFECTS &amp; HCW CHARACTERISTICS</b>	
HCW characteristics - negative	negative traits/habits of HCW
HCW characteristics - positive	positive traits/habits of HCW
HCW cultural differences	experience of cultural differences/similarities w/ HCW
HCW medical understanding	caregiver perception of HCW understanding of medical problems
HCW role	caregiver perception of HCW role
HCW training	caregiver perception of HCW prior training/experience (not by caregiver)
home care challenges	negatives about home care experience
home care improvement	ways home care could be improved
home care satisfaction	positives about home care experience
language barriers	difficulty in communication due to language, or specific language needs
privacy	effect of caregiving on privacy and attempts to mitigate
pt remains home, avoid NH	avoiding nursing home placement because of home care
reliability	HCW reliability/dependability/trustworthiness
<b>RELATIONSHIPS &amp; COMMUNICATION</b>	
agency role	interaction with home care agency
compromise	compromises between pt, caregiver, HCW
HCW-caregiver communication	mode of communication between HCW and caregiver (in person, phone, etc.)
HCW-caregiver relationship	quality of relationship between HCW and caregiver
HCW-pt relationship	relationship between pt and HCW (including companionship, positive/negative)
pt-caregiver relationship	relationship between pt and caregiver

HCW = home care worker  
CG, caregiver = family caregiver  
Pt = patient