

Appendix 2. Quotations from study participants indicating the usefulness of printed information as educational and preparatory adjuncts.

Keeping everyone on the same page

“I guess there would be times where she would be alone and there would be times where maybe she wouldn’t be able to tell us what happened and if we didn’t get to see the doctor right away maybe it would be helpful to have a bit of written communication.”

Helping caregivers share information with family

“I think having written communication would have been useful especially in my case where I was sort of the conduit for much of the family so information sharing would have been easier in that case, it’s also less likely to be misunderstood...”

Preparing families and patients

“Having an idea about the things that are going to be talking about, some of the things that will be happening, and some of the decisions that will need to be made, I think having some sort of agenda would have been useful as opposed to things like ‘oh hey, it’s time to talk about DNR’ and I’m like what? Sort of surprising this on you at 6:15 in the morning.”

Clarification

“So having something written down would be really helpful because I could walk away from the meeting and go over that and say oh that’s maybe what they said but it’s not the way I heard it or whatever.”
