

Additional File 2. Themes, subthemes and codes

Theme	Subtheme	Code
New disease		Clinical view not reliable (-)
		Unexpected deterioration (-)
		Symptom relief was hard (-)
High workload		Not enough time for care (-)
		Lack of HCP's with the right skills (-)
		Higher chance of mistakes (-)
		Poor continuity of care (-)
		No time to support relatives (-)
		Limited in time they could relatives to say goodbye (-)
Contagiousness		Too much focus on prevention of infections (-)
	Limited family visits and goodbye's	Patients were not able to say goodbye to everyone (-)
		HCPs could not get to know the patient (-)
		Good excuse to refuse someone to say goodbye to the patient (+)
		New digital methods for contact (+)
		Limited in giving emotional support to relatives (-)
	Physical distance between HCP's and patients and their relatives	Feeling detached from the patient (-)
		Spiritual counselors were not allowed (-)
		Limited in taking care of deceased patient (-)
		Limited in giving emotional support to relatives (-)
Positive effects for the long term	Feelings of detachment due to personal protective equipment (PPE)	HCP's were unrecognizable, not understandable and scary for patients (-)
		Allowed HCP's to touch patients (+)
		Being more reluctant to visit patients because they had to change in PPE (-)
		More awareness for advance care planning (+)
		More awareness for better staff policy (+)
	Realization the importance of adequate end-of-life care (+)	