

- 1) What is your post-graduate year?
 - a. Answer options: PGY 1, PGY 2, PGY 3
- 2) Have you ever been involved in the death of a patient in the hospital when family/care-partners were not physically present in the hospital at the time of death?
 - a. If no → survey ends
 - b. If yes, participants proceeded to question 3
- 3) In these cases, was there ever a time when the family or care partner was not notified directly of the death over the phone, i.e., a time when a decision was made to delay notification until someone could be present in person?
 - a. Answer options: Yes, No
- 4) In cases when family was notified of your patient's death by telephone, were you always the person who made the telephone call? (please note, this question pertains to times when you were present in the hospital at the time of your patient's death, not times when your patient died during cross-cover while you were not there)
 - a. If yes, participants proceeded to question 8
 - b. If no, participants proceeded to question 5
- 5) In cases when you did not make the telephone call, who did? You may choose more than 1 option if applicable
 - a. Answer options: attending, fellow, nurse, another resident/intern, other
- 6) In cases when you did not make the phone call, how many of those deaths were unexpected by family? How many were expected?
 - a. Free text for each options (expected and unexpected) where participants entered a number
- 7) Have you ever been the person to directly notify a family by telephone of the death of a patient in the hospital?
 - a. If yes, participants proceeded to question 8
 - b. If no, survey ends.
- 8) Have you ever called a family to notify them of the death of a patient on whom you were cross-covering?
 - a. Answer options: yes, no
- 9) Of the times when you notified family by telephone of a patient's death in the hospital, were any of these deaths *unexpected* by the family?
 - a. If yes, participants proceeded to question 10
 - b. If no, participants proceeded to question 20
- 10) How many of these phone calls have you made?
 - a. Answer options: 1, 2, 3 or more
- 11) In your opinion, did any of these telephone calls go well or better than expected?
 - a. Answer options: yes, no
 - b. There was also free-text space underneath for comments regarding telephone calls that went well or better than expected
- 12) In your opinion, did any of these telephone calls ever go poorly?
 - a. Answer options: yes, no

- b. There was also free-text space underneath for comments regarding telephone calls that went poorly
- 13) Did you ever discuss with other members of the team (residents, fellows, attendings, nurses, social workers, case managers) how the conversation should go prior to making the call, such as rehearsing what you would say?
 - a. Answer options: yes, no
- 14) Was the PCP ever involved or notified?
 - a. Answer options: yes, no
- 15) Did you ever address driving safely to the hospital or recommend contacting family/friends and coming in as a group?
 - a. Answer options: yes, no
- 16) Did you ever greet the family when they arrived to the hospital or floor?
 - a. Answer options: yes, no
- 17) Did you ever spend time with a family next to the body of the deceased?
 - a. Answer options: yes, no
- 18) Did you ever write or sign a letter of condolence or make a condolence telephone call?
 - a. Answer options: yes, no
- 19) Do you feel as though you have had adequate training to appropriately notify a family of an unexpected death over the phone?
 - a. Answer options: yes, no
 - b. There was also free-text space underneath for comments regarding training
- 20) Of the times when you notified family by telephone of a patient's death in the hospital, were any of these deaths *expected* by the family?
 - a. If yes, participants proceeded to question 21
 - b. If no, survey ends.
- 21) How many of these phone calls have you made?
 - a. Answer options: 1, 2, 3 or more
- 22) In your opinion, did any of these telephone calls go well or better than expected?
 - a. Answer options: yes, no
 - b. There was also free-text space underneath for comments regarding telephone calls that went well or better than expected
- 23) In your opinion, did any of these telephone calls ever go poorly?
 - a. Answer options: yes, no
 - b. There was also free-text space underneath for comments regarding telephone calls that went poorly
- 24) Was the PCP ever involved or notified?
 - a. Answer options: yes, no
- 25) Did you ever address driving safely to the hospital or recommend contacting family/friends and coming in as a group?
 - a. Answer options: yes, no
- 26) Did you ever greet the family when they arrived to the hospital or floor?
 - a. Answer options: yes, no
- 27) Did you ever spend time with a family next to the body of the deceased?

- a. Answer options: yes, no
- 28) Did you ever write or sign a letter of condolence or make a condolence telephone call?
- a. Answer options: yes, no
- 29) Do you feel as though you have had adequate training to appropriately notify a family of an unexpected death over the phone?
- a. Answer options: yes, no
 - b. There was also free-text space underneath for comments regarding training