

Appendix 2

Appendix 2a. Interview Guide – Health Care Professionals and Administrators

First, I'd like to thank you for coming here to speak with me today. My name is xxxx, and I am here from Dalhousie University. We are here today to talk about your experiences with vulnerable older patients in acute care, especially those admitted for primarily social reasons.

I will be asking you a series of questions. Questions will be posed, and it will be your choice if you'd like to answer. At any time, please feel free to pass on a question you don't feel comfortable answering. The session should take no more than one hour.

Everything we say in this interview is confidential, and we will not be identifying any individuals when reporting our findings. We will make an audio recording of the interview in order to do our research analyses. Before we get started, let's review the consent form. [review consent form and have 2 signed copies, one for you and one for the participant prior to starting interview]

Do you have any questions before we begin?

1. Can you describe the most challenging patients to care for (in general, not specific to Orphan Patient Policy)? Can you share some examples?
 - (a) In what ways are they more challenging?
 - (b) How do you approach the most vulnerable?
 - (c) What about other care team members?
2. Can you describe the most vulnerable patients?
 - (a) If "orphan patients/social admissions" etc., ask Can you share an example? Can you tell me more about "orphan patients"/"social admissions" etc..
 - (b) If not mentioned: Have you ever heard of the term "social admission" or "orphan patient"? What can you tell me about your experiences with these patients?
3. What attributes or contextual factors make them vulnerable?
 - (a) If "stigma" (or related) is mentioned, [Probes: How are these patients referred to? How are they treated by staff? Can you give me some examples of what you mean by this...]?
 - (b) What has been your experience with older patients?
4. Walk me through your process of determining whether using the Orphan Patient Policy [Interviewer: probe about their understanding of the Orphan Patient Policy. How often do they use of the policy? Why do they use the policy? Are there advantages of using the term 'orphan'? What characteristics of the patients? Any resource constraints?]
 - (a) Once a patient has been identified as a potential orphan, who do you involve and how you tell the patient or family?
5. Describe any barriers or challenges have you experienced in providing care for these patients within our health care system?
6. Describe some changes would you like to see?
 - (a) In your opinion, would this patient have been better cared for on a different service? If so, where?

- (b) If you were teaching medical students/nursing students, what would tell them about care for socially vulnerable/frail/'orphan' older adult patients?
 - (c) If you could tell the hospital to change policies to help older socially vulnerable/frail/'orphan' patients, what would you ask for?
7. How would you explain what happens to this patient population to a lay person or to someone with poor health literacy (considering privacy considerations, lack of understanding of the process, etc)
 8. Any recommendations on alternate ways to describe this vulnerable population we have just discussed?

[General interviewer instructions – probe around any mentions of their experiences, perceptions, concerns, barriers, facilitators, ways in which care could be improved.]

Appendix 2b. Demographics Survey – Health Care Professionals and Administrators

Demographic Information

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Please complete the survey below. Responses are from the Canadian Community Health Survey 2023.

Thank you!

What is your age group?	<input type="text"/>
What was your sex at birth?	<input type="text"/>
What is your gender?	<input type="text"/>
Are you (ethnicity)?	<input type="text"/>
Profession	<input type="text"/>
Stage of career?	<input type="text"/>
Do you spend most of your time in clinical or leadership/administrative roles?	<input type="text"/>
<input type="submit" value="Submit"/>	