Supplementary Appendix A Concordance in Understanding of Care Plan Interview Instrument—Patient/Caregiver

Patient ID Number _____ Date of Interview_____
The following questions concern the transfer/discharge plan for patient _____, who was admitted to Brigham and Women's Hospital on _____ and transferred/discharged on _____.

1. Please tell me what your most important goal of care was for this hospitalization? Select goal from the following†: (1) ''be cured'' (2) ''live longer'' (3) ''improve/maintain health'' (4) ''be comfortable'' (5) ''accomplish a particular personal life goal'' (6) "provide support for family/care giver" (7) ''other'': [free text]	
2. What is your (the patient) main diagnosis? (i.e.: reason for hospitalization)?	Free text
(1)	Don't know
3. What tests are scheduled for you (the patient) today?	Free text
(1)	Don't know
4. What procedures are scheduled for you (the patient) today?	Free text
(1)	Don't know
5. Were any of your (the patient) medications changed today?	Yes or No
5b. If yes, which ones?	Free text
6. What consults are/have been scheduled for you (the patient) today? (i.e., physical therapy, a dietitian, a specialist)?	Free text
(1)	Don't know
7. Will you [the patient] be transferred/discharged?	Yes or No
7b. If yes, when? (i.e., date/time of day)?	Free text
8. On a scale of 1–10 how much effort did your providers make to help you [the patient] understand your health issues? 1 being no effort and 10 being full effort.	1 2 3 4 5 6 7 8 9 10
9. On a scale of 1–10, how much effort did your providers make to listen to you [the patient] about your health issues? 1 being no effort and 10 being full effort.	1 2 3 4 5 6 7 8 9 10
10. On a scale of 1–10, how much effort did your providers make to include what matters most to you [the patient] in choosing what to do next?	1 2 3 4 5 6 7 8 9 10
11. Did your providers discuss the plan of care with you?	Yes No
11b. If yes, which providers?	Free text
12. If yes, how did you discuss the plan of care?	Face to face conversation
1.	Phone conversation
1.	Email
1.	Microblog (post-intervention)
1.	Other
12b. If other, please enter type	Free text

Patient ID Number _____ _____ Date of Interview_____
The following questions concern the transfer/discharge plan for patient _____, who was admitted to Brigham and Women's Hospital on _____ and transferred on _____.

1. Please tell me what the patient's most important goal of care was for this hospitalization? Select goal from the following†: (1) ''be cured'' (2) ''live longer'' (3) ''improve/maintain health'' (4) ''be comfortable'' (5) ''accomplish a particular personal life goal'' (6) "provide support for family/care giver" (7) ''other": [free text]		
2. What is the main <u>diagnosis</u>? (i.e.: reason for hospitalization)?	Free text	
1.	Don't know	
3. What <u>tests</u> are scheduled for today?	Free text	
1.	Don't know	
4. What <u>procedures</u> are scheduled today?	Free text	
1.	Don't know	
5. Were any <u>medications changed</u> today? If yes, which ones?	Yes or No	
5b. If yes, which ones?	Free text	
6. What <u>consults are/have been scheduled today</u>? (i.e., physical therapy, a dietitian, a specialist)?	Free text	
1.	Don't know	
7. Will the patient be transferred/ discharged? If yes, when? (i.e.: date/time of day)?	Yes or No	
7b. If yes, when? (i.e.: date/time of day)?	Free text	
8. On a scale from 1–10, how much effort did you make to help the patient understand the health issues?	1 2 3 4 5 6 7 8 9 10	
9. On a scale from 1–10, how much effort did you make to listen to the things that matter most to the patient about the health issues?	1 2 3 4 5 6 7 8 9 10	
10. On a scale from 1–10, how much effort did you make to include what matters most to the patient in choosing what to do next?	1 2 3 4 5 6 7 8 9 10	
11. Did you <u>discuss the care plan</u> with the patient, other care team members or both today?	Yes No	
11b. If yes, whom?	Free Text	
12. If yes, how did you discuss the patient's plan of care? Circle all that apply (if other, please enter type)	Face to face conversation	
11.	Phone conversation	
11.	Email	
11.	Microblog (postintervention)	
11.	Other	

Supplementary Appendix C Demographics of Patient Admissions for On-Treatment Analyses

Characteristics	Pre, *n* = 55	Post, portal users, *n* = 27	*p*-Value
Patient admissions (no. unique patients)	55 (54)	27 (27)	
Female (%)	22 (40.0)	14 (51.85)	0.31
Mean age (SD)	58.6 (12.8)	55.11 (13.57)	0.26
Race/Ethnicity – White (%)	47 (88.7)	22 (81.48)	0.49
Insurance (%)			
Medicaid/Medicare	19 (35.2)	4 (14.81)	0.11
Private	34 (63.0)	22 (81.48)	
Self-pay/Other	1 (1.9)	1 (3.70)	
Mean Charlson score (SD)	4.0 (2.8)	2.89 (2.69)	0.10
Mean of median income by Zip-code (SD)	$68,754 ($21,460)	$65,997 ($16,673)	0.56
Primary diagnosis at admission (%)			
Oncologic	29 (52.7)	19 (70.4)	0.15
Infectious	12 (21.8)	3 (11.1)	
Neurologic	3 (5.5)	0 (0)	
Gastrointestinal	3 (5.5)	2 (7.4)	
Cardiovascular/Respiratory	4 (7.3)	1 (3.7)	
Genitourinary/Renal	0 (0)	2 (7.4)	
Metabolic/Other	4 (7.3)	0 (0)	
Length of stay			
Care unit–mean d (SD)	7.18 (6.5)	14.96 (8.90)	< 0.01
Hospital–mean d (SD)	10.65 (8.7)	16.41 (9.53)	< 0.01

Abbreviation: SD, standard deviation.