

Additional file 4. Dimensions of quality and proposed definitions of quality indicators in each area: Access to care, Comprehensiveness, Appropriateness, Continuity and Patient-centred care

Dimension of quality	Definition of indicators (exclusively reliable items included)	
	All health care professionals ¹	Specific health care professional
Access to care: Delay between date of acceptance onto GEMU service and date of entry to the GEMU bed, categories : ≤ 1 day > 1 day and ≤ 2 days > 2 days et < 4 days ≥ 4 days	From Additional file 1: <ul style="list-style-type: none"> ▪ Date of acceptance by GEMU’s consultant ▪ Date of arrival at the GEMU 	From Additional file 1: For each profession other than MD and nurse : <ul style="list-style-type: none"> ▪ Date of request for consultation ▪ Start date of intervention
Comprehensiveness of care: Sum of the number of items documented as present relative to the total number of applicable items (expressed as percentage)	From Additional file 1: Items 1-3, 5-14, 16-21, 23-26, 31, 35-36, 38-53, 55-56, 58-76, 77-78, 80-81, 83-89, 91-104, 107, 109-111, 113-118, 121, 126, 141, 147, 152, 157, 161 Reasons for determining exclusion from some items: 1-37 and 104-112 (except items 9, 12, 21): if severe communication problem or severe cognitive impairment or refusal to cooperate with care. 38-65 and 89-103: if the patient is immobile or severe communication problem or refusal to cooperate 80-88 and 113-119: if imminent discharge to long term care or rehabilitation elsewhere	From Additional file 1: For each profession: sum of the number of items documented as present relative to the total number of items that are applicable (expressed as percentage) : <ul style="list-style-type: none"> - Physician (md) : 65 items - Nurse (nurse) : 11 items - Physiotherapist (physio) : 38 items - Occupational therapist (ot) : 33 items - Social worker (sw) : 12 items Qualitative analysis (insufficient items to calculate a score): <ul style="list-style-type: none"> - Nutritionist (nutr) : 4 items - Pharmacist (pharm) : 2 items
Continuity of care: Sum of the number of items documented as present relative to the number of items that are applicable (expressed as percentage)	From Additional file 1: Items 163, 166, 168-169	Not applicable
Patient-centred care : (expressed in a 3-level variable)	From Additional file 1: <ul style="list-style-type: none"> - item 120 (Level of care as expressed by the patient) - item 165 (Inform the patient and brief the family on the patient’s clinical situation) Ordinal variable with 3 levels : <ul style="list-style-type: none"> - neither item present - at least one item present - both items present 	Not applicable

Appropriateness of care :

Sum of items present within 4 clinical areas: cognitive status, bone health, cardiovascular health, vision and a combination score across all 4 categories. (average score for the applicable clinical areas expressed as percentage)

Items pertaining to physicians

From Additional file 1:

- Cognitive state: items 121-123, 125
- Bone health: items 147-151
- Cardiovascular health: items 152-156
- Vision: items 157-160

Score of appropriateness of each clinical area:

- If the clinical dimension is **normal**, there is not calculation for appropriateness in the area (thus, the number of scores of appropriateness will vary by individual)
- If the clinical dimension is **abnormal** as evaluated by the research nurse, scores will be determined by the following (expressed in 4 categories) :
 - Cognitive state: maximal score of 3 based on combination of the following 3 items : "Cognitive state assessment by the physician (present/absent)", "diagnosis (present/absent)" and "pertinence of medication (present/absent/not applicable)"
 - Cardiovascular health : maximal score of 6 determined by the sum of 3 sub-scores :
 - a) a sub-score of 2 evaluating the combination of the items " Cardiovascular health assessment by the physician (present/absent)", "diagnosis (present/absent)";
 - b) a sub-score of 2 evaluating the combination of items "Cardiovascular health assessment by the physician (present/absent)" and "if heart failure - non-pharmacologic interventions (present/absent/not applicable)";
 - c) a sub-score of 2 evaluating the combination of items "Cardiovascular health assessment by the physician (present/absent)" and "if previous cardiovascular event or known cardiovascular risk factors, prescription of preventive medication (present/absent/not applicable)"
 - Bone health : maximal score of 4 based on the following items : "Bone health assessment by the physician (present/absent)", "diagnosis (present/absent)", "Prescription of calcium (present/absent)", "Prescription of vitamin D (present/absent)", "Prescription of other osteoprotective medication (present/absent)"
 - Vision : maximal score of 4 based on the sum of 2 sub-scores :
 - a) a sub-score of 2 based on the combination of the items: "Vision assessment by the physician (present/absent)" and "diagnosis (present/absent)";
 - b) a sub-score of 2 based on items "Vision assessment by the physician (present/absent)" and "Evaluation by specialist if already not (present/absent/not applicable)"

¹Data gathered for different health care professionals were aggregated to obtain a single value for each item (item documented by at least one health care professional)