Supplement Text: i-validate program

The “i-validate” program (identifying values, listening, and advising high-risk patients in acute care) was developed through the establishment of a group with expertise in palliative care, intensive care, clinical communication, medical education, and ethics. The goal was to improve delivery of patient-centred care for patients with a LLI by teaching communication skills to health professionals, and providing a process of care to implement these skills. A 2-day, interactive, small group, actor-based, advanced communication workshop, adapted from the Calgary-Cambridge communication model, process of care, and Goals of Care form were developed (Supplement Figure 2). Through a process of literature review, consensus building, and consultation, a six step process of care was developed that included 1) identification of patients with a life-limiting illness; 2) establishment of competence and surrogate decision-maker; 3) establish patient personal goals and values; 4) provide medical advice tailored to goals and values; 5) achieve consensus between health teams, patient, and surrogates; 6) documentation of the steps and decisions on a process driven Goals of Care form (Supplement Figure 2). The i-validate program was endorsed by the ICU consultant staff, institution Medical Advisory Committee, End-of-Life Committee, and Safety and Quality Committee.