

Appendix 1 - Topic guide for expert interviews

<p><i>Additional documentation</i></p> <p><i>Date, place and length of interview:</i></p> <p><i>Discussed palliative care setting(s):</i></p> <p><i>Name, qualification and palliative care experience of interviewee:</i></p>		
Guiding questions	Clarifying questions	General prompts
<p>Guiding question – Introduction</p> <p>The palliative care landscape in Germany is very heterogeneous. We assume that related differences, which allow for a distinction between services, mainly occur in the area of structures and processes. How do you perceive this?</p>	<p>What do you think, which differences exist regarding the structures/processes within (Setting)?</p> <p>To what extent do you perceive stronger differences in one of the areas (structures/processes) than in the other?</p>	<p>Could you give further details on this?</p> <p>Could you please elaborate on this?</p>
<p>Part 1: Structures</p> <p>Which structures vary within (Setting)?</p> <p>Which structures should be considered for a differentiation of services within (Setting)?</p>	<p>What differences are there concerning:?</p> <ul style="list-style-type: none"> - Employee structure (e.g. number of professions) - Organizational structure (e.g. management, autonomy) - Financial structure - Network structure - Equipment (e.g. instrumental, technical) 	<p>Could you give an example?</p> <p>Is there anything else you want to mention?</p>

<p>Part 2: Processes</p> <p>What processes vary within (Setting)?</p> <p>Which processes should be considered for a differentiation of services within (Setting)?</p>	<p>What differences are there concerning:?</p> <ul style="list-style-type: none"> - Processes (e.g. admission, discharge, follow-ups) - Operations (e.g. range of services, administrative aspects, documentation, cooperation) 	<p>Why do you think that is?</p>
<p><i>Presentation of preliminary list of characteristics</i></p>		
<p>Part 3: List of characteristics</p> <p>Have all important characteristics from this list yet been taken into account or would you like to add anything important?</p> <p>Which of the listed characteristics could be removed from the list?</p>	<p>Which of the listed characteristics, in addition to the ones you mentioned so far, are important for a differentiation of services?</p> <p>To what extent are the listed characteristics relevant for a distinction between different services (Settings)?</p> <p>What differences exist concerning characteristic X (if added) within (Setting)?</p> <p>Why would you say, that characteristic X can be neglected when developing a classification?</p>	<p><i>see above</i></p>

Appendix 2 - Topic guide for focus groups

<i>Presentation of preliminary typology for particular setting (palliative care unit/palliative care advisory team/palliative home care team)</i>	
Guiding question	Prompts
To what extent could the present, preliminary typology be used for the differentiation of palliative care services within (setting)?	<p><i>Possible discussions to stimulate:</i></p> <ul style="list-style-type: none"> - Suitable characteristics - Less suitable characteristics - Possible forms or ranges of characteristics <p><i>Clarifying questions:</i></p> <p>What needs to be changed in the typology for the pursued objective?</p> <p>Which aspects are missing?</p> <p>Are there aspects in the typology that you feel are not appropriate in this form?</p>

Appendix 3 - List of characteristics extracted from identified sources

Characteristics	Sources
Certification of service	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Participation in national hospice and palliative care register	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Extent of education/training provided to external professionals	Firth et al. ²
Membership in regional/local network of hospices/palliative care providers	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Cooperation with organizations offering culture-specific services*	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Type of organizations cooperating	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Binding cooperation agreements with other hospices/palliative care providers	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Funding (publicly or voluntary funded)	Firth et al. ²
Additional funding (e.g. Non-Profit-Organization)	Firth et al. ²
Start of care provision before definitive cost-coverage	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of patients in the last year	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of patients in each care stage in last calendar year*	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of patients with migrant background in last calendar year	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Availability of a waiting list	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Primary diagnosis (cancer/non-cancer)	Firth et al. ²
Autonomy of unit	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Organizational Management (professional group)	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Specialization of medical lead	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Size – measured by number of referrals accepted annually	Firth et al. ²
Full-time employees	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of Volunteers	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹

Number of Physicians*	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of Nursing staff*	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Specialization of superordinate department of the palliative care unit	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Presence of employees with migrant background	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Function of employees with migrant background*	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Employees with special skills or qualifications	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of disciplines delivering the care	Firth et al. ²
Specializations of physicians in the team*	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Number of interventions available**	Firth et al. ²
Technical equipment	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Facilities	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Availability of accommodation for patients' families	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Type of care delivered (,advisory' or ,hands on')	Firth et al. ²
Migration-specific support	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Purpose of care provided	Firth et al. ² ; Bainbridge et al. ³
Approach characteristics**	Bainbridge et al. ³
Coordination	Bainbridge et al. ³
Professional groups partaking in team meetings	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Mode of care (,face to face', telephone, or other remote delivery)	Firth et al. ²
Languages used in day-to-day services	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Strategies to overcome language barriers	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Availability of out of hours care	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Out of hours mode (,face-to-face' or advisory)	Firth et al. ²

Type of care out of hours provision (,advisory' or ,hands on')	Firth et al. ²
Possibility of out of hours referrals	Firth et al. ²
Profession by which initial assessment is predominantly carried out	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Possibility of self-referrals	Firth et al. ²
Availability of standard discharge criteria	Firth et al. ²
Usage experience measures**	Firth et al. ²
Provision of standard bereavement follow-up	Firth et al. ²
Provision of complex grief follow-up	Firth et al. ²
Regular satisfaction surveys	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Regular quality management	Wegweiser Hospiz- und Palliativversorgung Deutschland ¹
Outcome Measurement	Firth et al. ²

* Excluded due to study objective

** Excluded because not usefully applicable to the German healthcare system