

Summary of the solutions suggested by HCPs and families to reinforce the facilitators or overcome challenges

- a. Systematically assign one person to consolidate the plan on the GD during rounds
 - *What we did was to really delegate it was like a role to one person who did that, and then we said well, for the tour, since it's not your patients, you're going to do the chart. That meant that there was no confusion, like many people trying to write different things. HCT10*
 - *My suggestion would be, again this is my personal preference, but to have at least one dedicated person to be updating the Glass Door during the report (round). HCT02*

- b. Co-design standards for using the GD. Create a guideline (one-pager) for the team
 - *The use of the board is something you learn on the job when you arrive. It's not clearly defined who writes what and what exactly is the information you want. You learn it if you pay attention to it in the background. Maybe there could be some kind of document where the role and what should be written on the board is explained. It doesn't have to be long, a one page story for example. So that maybe everyone would have it in mind and then make sure that the role is clarified... HCT10*
 - *Mentioning what is important to include. HCT02*
 - *We're using acronyms, so I found myself using little writings to write sentences and I erased it all to put something that might be more concise. So just little things like that in terms of making sure we're uniformed with the using the glassdoor as much as possible. HCT03*

- c. Set an alarm to remind team to complete GD
 - *Maybe, I don't know, cause again this is all falling into another person in saying like "okay, every Monday, Wednesday and Friday has, has a glassdoor being like updated?", whatever, something like that, which might be prompted by the nurse or whoever. Cause like there are times the glassdoor is like, it like not used at all specifically. [...] During the day or have certain, certain like days or times in which like the glassdoor should be, like everyone knows it's glassdoor time. yes, (a reminder) exactly, cause then you might be reading the glassdoor from 3 days ago. HCT04*

- d. Incentivize consistent utilization
 - *I would suggest is to continue to reinforce the importance in new staff and existing staff, emmh to make it become a culture on our unit, to ensure that it's been filled out, even at the end of the shift if necessarily, but at least it's being filled out in terms of benefit for the next nurse or team mate. [...] I think something that could be beneficial in terms of either the research, or in terms of disseminating the importance of the glassdoor. It's important to, from my perspective have little reminders within a few months, you know to have or few weeks, however the timeline best maybe even through evidence-based research suggest to get something across to staff. HCT03*

- e. Use of a color code to differentiate days to ensure information is up-to-date
 - *[to improve updates] Going forward maybe if we have a different color (per day) just to make sure for the same day so everybody is on the same page. HCT11*

- f. Add a family box to allow them to communicate with the team