**Supplemental Digital Content 2**. Subcategories and Categories

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| Categories | Subcategories |
| Different kinds of communication challenges | System failure |
|  | Report system |
| A fragmented organization at several levels | Competence |
|  | Knowledge responsibility and confidence |
|  | Confidence |
|  | Working environment |
| Risky medication management | Monitoring |
|  | Management |
|  | Prescription |
| Balancing respect for patient autonomy and involvement in care against risk taking | Patients and family members responsible for care |
|  | Patients’ will against their need of help |