

Table 1: Study flow table (T<sub>0</sub> T<sub>1</sub> and T<sub>2</sub> summarised)

| #            | Department                    |                |                           |                      | T0 (questionnaire) |          |              | T1 (questionnaire) |          |              | T2 (questionnaire) |          |              |
|--------------|-------------------------------|----------------|---------------------------|----------------------|--------------------|----------|--------------|--------------------|----------|--------------|--------------------|----------|--------------|
|              |                               | Inclusion      | Implemen-tation completed | Evaluation completed | delivered          | returned | return rates | delivered          | returned | return rates | delivered          | returned | return rates |
| 1            | Neurosurgery                  | 1              | 1                         | 1                    | 65                 | 44       | 67,7%        | 147                | 83       | 56,5%        | 120                | 64       | 53%          |
| 2            | Neurology                     | 1              | 1                         | 1                    | 117                | 76       | 65%          | 120                | 72       | 60%          | 120                | 79       | 66%          |
| 3            | General Surgery               | 1              | 1                         | 1                    | 91                 | 60       | 65,9%        | 129                | 68       | 52,7%        |                    |          |              |
| 4            | Pain clinic                   | 1              | 1                         | 1                    | 5                  | 3        | 60,0%        | 149                | 67       | 45,0%        |                    |          |              |
| 5            | Dermatology                   | 1              | 1                         | 1                    | 172                | 103      | 59,9%        | 27                 | 12       | 44,4%        |                    |          |              |
| 6            | Obstetrics and Gynecology     | 1              | 1                         | 1                    | 111                | 71       | 64,0%        | 105                | 28       | 26,7%        |                    |          |              |
| 7            | Cardiac and Vascular Surgery  | 1              | 1                         | 1                    | 79                 | 62       | 78,5%        | 128                | 65       | 50,8%        |                    |          |              |
| 8            | Internal Medicine             | 1              | 1                         | 1                    | 88                 | 58       | 65,9%        | 140                | 53       | 37,9%        |                    |          |              |
| 9            | Maxillofacial Surgery         | 1              | 1                         | 1                    | 190                | 83       | 43,7%        | 33                 | 10       | 30,3%        |                    |          |              |
| 10           | Nuclear Medicine              | 1              | 1                         | 1                    | 90                 | 59       | 66%          | 65                 | 39       | 60%          |                    |          |              |
| 11           | Ophtalmology                  | 1              | 1                         | 1                    | 114                | 74       | 65%          | 181                | 84       | 46%          |                    |          |              |
| 12           | Radio-Oncology                | 1              | 1                         | 1                    | 34                 | 24       | 71%          | 38                 | 15       | 39%          |                    |          |              |
| 13           | Prothetics                    | 1              | 1                         | 1                    | 91                 | 60       | 66%          | 8                  | 3        | 38%          |                    |          |              |
| 14           | Dentistry                     | 1              | 1                         | 1                    | 85                 | 56       | 66%          | 13                 | 3        | 23%          |                    |          |              |
| 15           | Urology and pediatric urology | 1              | 0                         | 1                    | 89                 | 55       | 62%          | 120                | 73       | 61%          |                    |          |              |
| 16           | Cardiology                    | 1              | 0 <sup>d</sup>            | 1                    | 170                | 134      | 78,8%        | 202                | 98       | 48,5%        |                    |          |              |
| 17           | Nephrology                    | 1              | 0 <sup>d</sup>            | 1                    | 32                 | 21       | 65,6%        | 52                 | 21       | 40,4%        |                    |          |              |
| 18           | Orthopedics/Traumatology      | 1              | 0 <sup>d</sup>            | 1                    | 100                | 67       | 67%          | 101                | 19       | 19%          |                    |          |              |
| 19           | Orthodontics                  | 1              | 1                         | 0 <sup>d</sup>       | 0                  | 0        |              | 5                  | 1        | 20,0%        |                    |          |              |
| 20           | Hematology                    | 1              | 1                         | 0 <sup>c</sup>       | 74                 | 51       | 68,9%        | 0                  | 0        |              |                    |          |              |
| 21           | Pediatric Cardiosurgery       | 1              | 1                         | 0 <sup>b</sup>       | 0                  | 0        |              | 0                  | 0        |              |                    |          |              |
| 22           | General Pediatrics            | 1              | 1                         | 0 <sup>a</sup>       | 1                  | 1        | 100,0%       | 0                  | 0        |              |                    |          |              |
| 23           | Otorhinolaryngology           | 0 <sup>b</sup> | 0                         | 0                    | 168                | 109      | 64,9%        | 0                  | 0        |              |                    |          |              |
| 24           | Neuropediatrics               | 0 <sup>b</sup> | 0                         | 0 <sup>a</sup>       | 0                  | 0        |              | 0                  | 0        |              |                    |          |              |
| 25           | Radiology                     | 0 <sup>e</sup> | 0                         | 0                    | 0                  | 0        |              | 0                  | 0        |              |                    |          |              |
| <b>total</b> |                               | 22             | 18                        | 18                   | 1966               | 1271     | 65%          | 1763               | 814      | 46%          | 240                | 143      | 60%          |

**Reasons for exclusion from final evaluation:** a: Only patients < 18 years; b: change of head of department at study start or during the study; c: Full implementation, but late for T1 due to COVID-19; d: Implementation not finalized due to COVID-19; e: only patients of other departments treated; f: Intervention not started due to staff restrictions (control group)

**Bold frame:** per protocol analysis (PP); **dashed line:** intention to treat analysis (ITT); **dotted line:** eligible departments