## **Supplemental Tables and Figures**

Reliability and validity of a Spanish-language measure assessing clinical capacity to sustain Pediatric Early Warning Systems (PEWS) in resource-limited hospitals

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Supplemental material

| Center | Country               | Type of Hospital               | Hospital Funding<br>Structure    | New<br>Annual<br>Cancer<br>Diagnoses | Pediatric<br>Oncology Unit<br>Structure | Time since<br>Implementation<br>of PEWS<br>(months) | Number<br>of Staff<br>Working<br>in Center | Staff<br>Surveyed | Responses | Response<br>Rate (%) |
|--------|-----------------------|--------------------------------|----------------------------------|--------------------------------------|---|---|--|-------------------|-----------|----------------------|
| 1      | Argentina             | General (Adult and Peds)       | Mix (Public/private partnership) | 37                                   | Separate pediatric                      | 2.10  | 85   | 15                | 13        | 87%                  |
| 2      | Brazil                | Pediatric<br>Multidisciplinary | Public                           | 140                                  | Integrated with pediatrics              | 1.10  | 71   | 10                | 8         | 80%                  |
| 3      | Chile                 | Pediatric<br>Multidisciplinary | Public                           | 100                                  | Separate pediatric                      | 39.67   | 70   | 8                 | 6         | 75%                  |
| 4      | Costa Rica            | Pediatric<br>Multidisciplinary | Public                           | 168                                  | Separate pediatric                      | 6.13  | 49   | 5                 | 3         | 60%                  |
| 5      | Dominican<br>Republic | Pediatric<br>Multidisciplinary | Public                           | 99                                   | Separate pediatric                      | 19.33   | 35   | 7                 | 7         | 100%                 |
| 6      | Dominican<br>Republic | Pediatric<br>Multidisciplinary | Public                           | 59                                   | Separate pediatric                      | 22.40   | 48   | 9                 | 6         | 67%                  |
| 7      | Ecuador               | Oncology (Adult and Peds)      | Mix (Public/private partnership) | 94                                   | Separate pediatric                      | 24.43   | 40   | 6                 | 5         | 83%                  |
| 8      | Ecuador               | Oncology (Adult and Peds)      | Mix (Public/private partnership) | 75                                   | Separate pediatric                      | 12.27   | 48   | 6                 | 6         | 100%                 |
| 9      | El Salvador           | Pediatric<br>Multidisciplinary | Public                           | 185                                  | Separate pediatric                      | 22.40   | 42   | 4                 | 4         | 100%                 |
| 10     | Guatemala             | Pediatric<br>Oncology          | Mix (Public/private partnership) | 513                                  | Separate pediatric                      | 69.07   | 250  | 6                 | 6         | 100%                 |
| 11     | Haiti                 | Pediatric<br>Multidisciplinary | Private                          | 89                                   | Separate pediatric                      | 22.40   | 16   | 4                 | 3         | 75%                  |
| 12     | Honduras              | General (Adult and Peds)       | Public                           | 365                                  | Integrated with pediatrics              | 38.63   | 35   | 5                 | 5         | 100%                 |
| 13     | Mexico                | General (Adult and Peds)       | Public                           | 19                                   | Separate pediatric                      | 19.33   | 49   | 4                 | 4         | 100%                 |
| 14     | Mexico                | Oncology (Adult and Peds)      | Public                           | 110                                  | Separate pediatric                      | 9.20  | 77   | 6                 | 5         | 83%                  |
| 15     | Mexico                | Oncology (Adult and Peds)      | Mix (Public/private partnership) | 27                                   | Integrated with pediatrics              | 22.80   | 19   | 4                 | 1         | 25%                  |
| 16     | Mexico                | Pediatric<br>Multidisciplinary | Public                           | 143                                  | Separate pediatric                      | 7.17  | 55   | 6                 | 6         | 100%                 |

| TOTAL |           |                                |                                  |     |                            | ·     |     | 210 | 169 | 80%  |
|-------|-----------|--------------------------------|----------------------------------|-----|----------------------------|-------|-----|-----|-----|------|
| 29    | Peru      | Oncology (Adult and Peds)      | Public                           | 800 | Separate pediatric         | 17.37 | 230 | 13  | 12  | 92%  |
| 28    | Peru      | General (Adult and Peds)       | Public                           | 150 | Separate pediatric         | 7.17  | 42  | 12  | 10  | 83%  |
| 27    | Peru      | General (Adult and Peds)       | Mix (Public/private partnership) | 200 | Separate pediatric         | 5.17  | 22  | 13  | 9   | 69%  |
| 26    | Panama    | Pediatric<br>Multidisciplinary | Public                           | 55  | Separate pediatric         | 20.37 | 22  | 10  | 7   | 70%  |
| 25    | Nicaragua | Pediatric<br>Multidisciplinary | Public                           | 301 | Separate pediatric         | 14.30 | 39  | 5   | 3   | 60%  |
| 24    | Mexico    | Pediatric<br>Multidisciplinary | Public                           | 49  | Separate pediatric         | 21.37 | 227 | 5   | 4   | 80%  |
| 23    | Mexico    | Pediatric<br>Multidisciplinary | Public                           | 121 | Separate pediatric         | 13.30 | 94  | 6   | 4   | 67%  |
| 22    | Mexico    | Pediatric<br>Oncology          | Private                          | 60  | Separate pediatric         | 51.83 | 103 | 9   | 9   | 100% |
| 21    | Mexico    | General (Adult and Peds)       | Public                           | 60  | Separate pediatric         | 26.47 | 34  | 6   | 5   | 83%  |
| 20    | Mexico    | General (Adult and Peds)       | Public                           | 45  | Separate pediatric         | 10.23 | 31  | 4   | 4   | 100% |
| 19    | Mexico    | General (Adult and Peds)       | Public                           | 58  | Separate pediatric         | 7.17  | 66  | 9   | 4   | 44%  |
| 18    | Mexico    | General (Adult and Peds)       | Public                           | 136 | Separate pediatric         | 6.13  | 103 | 6   | 5   | 83%  |
| 17    | Mexico    | General (Adult and Peds)       | Public                           | 42  | Integrated with pediatrics | 15.33 | 230 | 7   | 5   | 71%  |

# Supplemental Figure 1: English version of the Clinical Sustainability Assessment Tool (CSAT) final survey instrument

#### **CSAT Questions**

In the following questions, rate the EVAT program across a range of specific factors that affect sustainability. Please respond to as many items as possible. The more honest you can be with your answers, the more helpful the report will be in moving forward with your program's sustainability planning. If you truly feel you are not able to answer an item, you may select "NA."

For each statement, select the number that best indicates the extent to which you agree. The scale has a range from 1 to 5. Selecting 1 indicates "strongly disagree" and selecting 5 indicates "strongly agree."

| NA          | 1        | 2        | 3                | 4     | 5        |
|-------------|----------|----------|------------------|-------|----------|
| Not able to | Strongly | Disagree | Neither Disagree | Agree | Strongly |
| answer      | Disagree |          | nor Agree        |       | Agree    |

# Engaged Staff & Leadership: Having supportive frontline staff and management within the organization

- 1. EVAT engages leadership and staff throughout the process.
- 2. Clinical champions of EVAT are recognized and respected.
- 3. EVAT has engaged, ongoing champions.
- 4. EVAT has a leadership team made of multiprofessional partnerships.
- 5. EVAT has team-based collaboration and infrastructure.

## Engaged Stakeholders: Having external support and engagement for EVAT

Stakeholders: individuals, groups, or organizations that positively or negatively influence the results of a project/initiative, which has authority and power.

- 1. EVAT engages the patient and family members as stakeholders.
- There is respect for all stakeholders involved in EVAT.
- 3. The EVAT importance is valued by a diverse set of stakeholders.
- 4. EVAT engages other medical teams and community partnerships as appropriate.
- 5. The EVAT leadership team has the ability to respond to stakeholder feedback about EVAT.

# Organizational Readiness: Having the internal support and resources needed to effectively manage EVAT

- 1. Organizational systems are in place to support the various needs of EVAT.
- 2. EVAT fits in well with the culture of the team.
- 3. EVAT has feasible and sufficient resources (e.g., time, space, funding) to achieve its goals.
- 4. EVAT has adequate staff to achieve its goals.
- 5. EVAT is well integrated into the operations of the hospital.

#### Workflow Integration: Designing EVAT to fit into existing practices and technologies

- 1. EVAT is built into the clinical workflow.
- 2. EVAT is easy for clinicians to use.
- 3. EVAT integrates well with established clinical practices.
- 4. EVAT aligns well with other clinical systems (e.g., EMR).
- 5. EVAT is designed to be used consistently.

#### Implementation & Training: Using processes that guide the direction, goals, and strategies of EVAT

- 1. EVAT clearly outlines roles and responsibilities for all staff.
- 2. The reason for EVAT is clearly communicated to and understood by all staff.
- 3. Staff receive ongoing coaching, feedback, and training.
- 4. EVAT implementation is guided by feedback from stakeholders.
- 5. EVAT has ongoing education across professions.

#### Monitoring & Evaluation: Assessing EVAT to inform planning and document results

- 1. EVAT has measurable process components, outcomes, and metrics.
- Evaluation and monitoring of EVAT are reviewed on a consistent basis.
- 3. EVAT has clear documentation to guide process and outcome evaluation.
- 4. EVAT monitoring, evaluation, and outcomes data are routinely reported to the clinical care team.
- 5. EVAT process components, outcomes, and metrics are easily assessed and audited.

#### Outcomes & Effectiveness: Understanding and measuring EVAT outcomes and impact

- 1. EVAT has evidence of beneficial outcomes.
- 2. EVAT is associated with improvement in patient outcomes that are clinically meaningful.
- 3. EVAT is clearly linked to positive health or clinical outcomes.
- 4. EVAT is cost-effective.
- 5. EVAT has clear advantages over alternatives (including not implementing EVAT)

#### Intervention

The following questions will ask about EVAT. Please answer considering the time BEFORE COVID at your institution.

- 6. Please rate the strength of the scientific evidence supporting EVAT implementation.
  - a. Very weak
  - b. Weak
  - c. Neither weak nor strong
  - d. Strong
  - e. Very strong
  - f. Don't know/NA
- 7. How important is EVAT to provide quality care to your patients?
  - a. Not at all important
  - b. Somewhat unimportant
  - c. Neither important nor unimportant
  - d. Somewhat important
  - e. Very important
- 8. How difficult was the implementation of EVAT, or do you expect the implementation of EVAT to be, in your hospital?
  - a. Very difficult
  - b. Somewhat difficult
  - c. Neither easy nor difficult
  - d. Somewhat easy
  - e. Very easy
  - f. Don't know/NA

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- 9. Regarding patients under my care, how often is EVAT used in their care?
  - a. EVAT is not yet implemented in my hospital
  - b. None of the time
  - c. Some of the time
  - d. Most of the time
  - e. All of the time

#### **Organization**

Please indicate how much you agree or disagree with each of the following statements.

|           |  | Not<br>aplicable | Strongly<br>Disagree | Somewhat<br>Disagree | Neither agree nor disagree | Somewhat<br>agree | Strongly<br>Agree |
|-----------|--|------------------|----------------------|----------------------|----------------------------|-------------------|-------------------|
|           | ur resources (personnel, time, financial) are too<br>ghtly limited to improve care quality.  |                  | 1                    | 2                    | 3                          | 4                 | 5                 |
|           | ur EVAT implementation team understands and ses quality improvement skills effectively.  |                  | 1                    | 2                    | 3                          | 4                 | 5                 |
| in        | ur clinical team has changed or created systems the hospital that make it easier to provide high pality care.  |                  | 1                    | 2                    | 3                          | 4                 | 5                 |
| ad        | Te choose new processes of care that are more dvantageous than the old to everyone involved atients, clinicians, and our entire clinical team).                      |                  | 1                    | 2                    | з                          | 4                 | 5                 |
| col<br>pu | ne working environment in our clinical team is ollaborative and cohesive, with shared sense of urpose, cooperation, and willingness to ontribute to the common good. |                  | 1                    | 2                    | 3                          | 4                 | 5                 |
|           | ur clinical team has greatly improved quality of tree in the past 12 months.   |                  | 1                    | 2                    | 3                          | 4                 | 5                 |

## **Participant**

The following questions will ask about your work. Please indicate your response for each question or statement.

- 16. What is your primary profession?
  - a. Nurse
  - b. Physician
  - c. Healthcare Administration
  - d. Other (please list):

- 17. Where is your primary area of work?
  - e. Pediatric or Pediatric Hematology-Oncology floor
  - f. Intensive Care Unit
  - g. Non-clinical work
  - h. Other (please list):
- 18. In relation to EVAT, what is your primary role in the implementation team?
  - a. EVAT leader
  - b. Clinical staff
  - c. Hospital administrator
  - d. Data manager (responsible to collect/send EVAT data)
  - e. Other \_\_\_\_\_\_
- 19. How many years have you worked since completing medical or nursing training?
  - a. 0-5 years
  - b. 6-10 years
  - c. 11-15 years
  - d. 16-20 years
  - e. Greater than 20 years
  - f. N/A
- 20. How many years have you worked at this hospital?
  - g. 0-5 years
  - h. 6-10 years
  - i. 11-15 years
  - j. 16-20 years
  - k. Greater than 20 years
- 21. What is your gender?
  - a. Male
  - b. Female
  - c. Other
- 22. What is your age?
  - a. <30 years old
  - b. 30-40
  - c. 40-50
  - d. >50 years old

## **Supplemental Figure 2: Sample CSAT Report**



## **EVAT Sustainability Report**

Date: Aug 05, 2020

## Overall Sustainability Score:

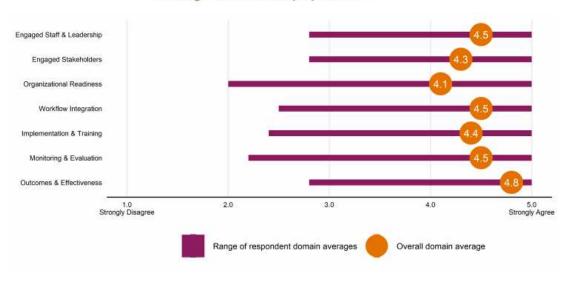
4.4

- The Clinical Sustainability Assessment Tool (CSAT) allows stakeholders to rate a practice on the extent to which it is supported by processes and structures that will increase the likelihood of sustainability.
- Assessment results can be used to identify next steps in building capacity for sustainability in order to position efforts for long-term success.

## Interpreting the Results

- The average rating for each sustainability domain is based on the responses provided by 169 of the 211 people invited to participate.
- There is no minimum rating that guarantees sustainability of a clinical practice. However, lower rating does indicate opportunities for improvement that you may want to focus on when developing a plan for sustainability.
- These results are a snapshot of a clinical practice's sustainability capacity, and we recommend taking the assessment again after 6 months or a year.

## Average Sustainability by Domain



Below you will find the highest components we recommend maintaining (strengths) and the components in which you must focus (opportunities).

#### Strengths

## Opportunities

EVAT has evidence of beneficial outcomes. (Outcomes & Effectiveness)

Space, funding) to achieve its goals. (Organizational Readiness)

EVAT is associated with significant improvement in clinical patient outcomes. (Outcomes & Effectiveness)

ol Organizational systems are in place to support the various needs of EVAT. (Organizational Readiness)

4.8 EVAT is clearly linked to positive health or clinical outcomes. (Outcomes & Effectiveness)

EVAT engages other medical teams and community partnerships as appropriate. (Engaged Stakeholders)

4.8

EVAT is cost-effective. (Outcomes & Effectiveness)

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## Supplemental Figure 3: Focus group facilitator guide

|                          | AND THE STATE OF T |  |  |  |
|--------------------------|--|--|--|--|
|                          | Welcome to this focus group that aims to discuss the EVAT Sustainability Report  |  |  |  |
|                          | based on the Clinical Sustainability Assessment Tool (CSAT), that you received. Thank  |  |  |  |
|                          | you again for accepting our invitation and for giving us some of your valuable time to   |  |  |  |
| +                        | chat with us.  |  |  |  |
| •                        | This session is part of a series of focus groups that we will be conducting with people  |  |  |  |
|                          | who completed the Clinical Sustainability Assessment Tool (CSAT) in different  |  |  |  |
|                          | institutions and countries. Our goal today is to ensure that everyone has the  |  |  |  |
|                          | opportunity to share their comments and feedback with the group in order to  |  |  |  |
|                          | evaluate and improve the CSAT assessment tool.   |  |  |  |
|                          | Make sure you have the EVAT Sustainability Report (based on the CSAT) that was   |  |  |  |
| Description of rules to  | provided to you.   |  |  |  |
| follow: Before we begin, | This session will be recorded, which will allow me to focus my attention on you  |  |  |  |
| I would like to go over  | rather than trying to take notes about the conversation.   |  |  |  |
|                          | • It is important that only one person speaks at a time in order to facilitate later   |  |  |  |
| follow during this focus | transcription of the recording.  |  |  |  |
| _                        | The audio obtained from the recording will be transcribed and de-identified for  |  |  |  |
| group.                   | later analysis. We will not use video for the purposes of this analysis.   |  |  |  |
|                          | For the purposes of this session, we will identify ourselves and refer to each   |  |  |  |
|                          | participant using only their first names to avoid hierarchies and facilitate   |  |  |  |
|                          | communication. We remind you that your comments will be subsequently de-   |  |  |  |
|                          | identified.  |  |  |  |
|                          | What is shared in the session stays in the session. As facilitators, we are  |  |  |  |
|                          | committed to maintaining the confidentiality of what is discussed here and, in   |  |  |  |
|                          | the same way, we appreciate that what is said here is not discussed with other   |  |  |  |
|                          | people once the session is over.   |  |  |  |
|                          | There are no right or wrong answers to the questions we will ask today, we just  |  |  |  |
|                          | want to know about your ideas, experiences and opinions, all of which are of   |  |  |  |
|                          | great value to us. Listening to each other's points of view is imperative, both  |  |  |  |
|                          | positive and negative. It is important for us to listen to everyone's ideas and  |  |  |  |
|                          | opinions. We want the ideas of each participant in the focus group to be equally   |  |  |  |
|                          | represented; so, do not hesitate to share your opinions.   |  |  |  |
|                          | You do not have to agree with others, but you must listen to and respect the   |  |  |  |
|                          | opinions expressed by other participants.  |  |  |  |
|                          | You do not have to wait to be called to intervene in the question round. It is an  |  |  |  |
|                          | open discussion so you can comment at any time.  |  |  |  |
| Technical                | We appreciate that each participant keeps their camera active throughout the   |  |  |  |
| considerations:          | session. If you have any problem activating your camera, remember that you can   |  |  |  |
| considerations.          | ask (co-facilitator) for help via chat.  |  |  |  |
|                          | It is recommended to use the grid view so you can see all the participants on one  |  |  |  |
|                          | screen. This will help give the feel of an in-person meeting. The grid view can be   |  |  |  |
|                          | selected from the menu in the upper right corner of your screen.   |  |  |  |
|                          | Remember to keep your microphone muted, and to activate it whenever you  |  |  |  |
|                          | want to comment or say something.  |  |  |  |
|                          | <ul> <li>We understand that you may need to answer a phone call or a pager message. If</li> </ul>  |  |  |  |
|                          | you can turn off those devices, please do so. If that is not possible, please mute   |  |  |  |
|                          | your microphone while you are on the call and return to the group as soon as   |  |  |  |
|                          | possible.  |  |  |  |
|                          |  |  |  |  |
|                          | o Please use the "chat" function only to communicate technical problems as we want you to express your comments out loud on the subject at hand today.   |  |  |  |
|                          | want you to express your comments out loud on the subject at hand today.   |  |  |  |

| Doubts before proceeding                                       | Do you have any questions regarding the rules or a technical matter before we start the question round?  |
|--|--|
| Introduction of the facilitators and participants:             | Now we will introduce ourselves, briefly and in turns. In this section I will call you so that each one of you can tell what your name is, your place of origin, your role as part of your work team and how many months or years of experience each one has providing medical care to children with cancer.   |
|  | (The facilitator will lead this part of the session using the list of participants).   |
|  | My name is <state and="" length="" name,="" of="" origin,="" role,="" service="" your="">, and I will serve as a facilitator for our conversation today [if a co-facilitator is present]</state>   |
|  | Today we are joined by <name co-facilitator="" of="" the=""> who will serve as co-facilitator, take notes, and help us to ensure that everything runs smoothly from a technical standpoint. <co- facilitator=""> will be waiting for your comments in the chat to attend to any technical problem (audio, difficulties to see the video, etc.) Remember to keep</co-></name> |
|  | your camera turned on as much as possible.   |
|  | Introduction of the participants:  |
|  | Now the moderator will call each participant to introduce themselves.  (The facilitator will lead this part of the session using the list of participants)   |
| Introduction to  | In the previous section I have called you to introduce yourself. However, I would like   |
| Question Round:  | to clarify that in the question section you do not have to wait to be called. Please give your opinion or comment when you consider it appropriate.  |
| Understandability and  | 1. Do you feel that the score is easy to understand?   |
| utility of the report:   | a. What does the score mean to you? How do you interpret the score?  |
| The CSAT Sustainability  | b. Can you tell what are the strengths and weakness of your center based on the  |
| Report provides you with a                                     | report? (Pause after the question to await additional comments. Follow new routes according to comments and opinions)  |
| score to help you understand how prepared                      | c. Is there anything in the report that surprised you? Or something that you   |
| your hospital is to  | disagree with?   |
| maintain EVAT.   | 2. How does the written information in the report help you understand how to use   |
|  | your score?  |
|  | 3. If you were able, do you feel like you could take action to improve sustainability of [name of intervention] based on this report? How? Please give an example based on your report. (Keep the focus more on the report, rather than EVAT)  |
|  | 4. What other information you would need that would help you take action based on  |
|  | this report?   |
|  | 5. Do you find the second page useful? Informative?  |
| Overall look and feel:   | 1. In your opinion, does the way in which the information is organized make sense?   |
| We're also interested in                                       | a. What would you do to improve it?     b. Is there something missing from the report?   |
| your opinion about the best way to present the                 | c. Does the report appear to you to be coherently organized?   |
| information in the report                                      | 2. Is there any aspects of the report that you find confusing? Or that you would   |
| so that people would like                                      | recommend changing? (tell them: there might be something we would like to  |
| to read it. We've broken it                                    | change that we think would make it easier to read or understand or just aesthetics)  |
| up into these sections:  | What would you suggest? For example,   |
| - score  | a. Score review box?   |
| - written text   | b. Written text? (ask them: Do you think it has a lot of text? Or if they could  |
| - domain graphs, and   | communicate the same idea with fewer words, or perhaps explain more specifically offering more details or more descriptive? Maybe make the report a  |
| - details on the 2 <sup>nd</sup> page<br>(Request that the co- | little more concise?)  |
| facilitator share his/her                                      | c. The domain averages graph?  |
| identitator sindre ilis/ ilei                                  | d. Detailed info on 2 <sup>nd</sup> page?  |

| screen with the report | 3. Any feedback overall design? (If they offer a negative opinion, offer them positive |
|------------------------|--|
| image)                 | feedback. For example, "how interesting what you say, we would like to know            |
|                        | more about it")  |
|                        | 4. The report offers a snapshot at a certain moment. Would you find it useful to       |
|                        | complete the survey periodically to follow up on those aspects that pose an            |
|                        | opportunity for improvement? And, if so, how often would you consider it               |
|                        | appropriate to carry out the evaluation? [The principal investigator recommends        |
|                        | not addressing this point unless the participants speak about it spontaneously].       |
| Conclusion:            | Before closing, we would like to know if there is anything else that, in your opinion, |
|                        | we have not covered. Is there anything else about conducting this assessment and       |
|                        | receiving the report that you would like us to know? Do you have any additional        |
|                        | recommendations about something that you consider important?                           |
| Closing:               | Thank you for participating and for spending your valuable time with us. We will work  |
|                        | in coordination with you to offer you information about the analysis of the results of |
|                        | this project. If you have additional questions, you can contact Dr. Asya Agulnik       |
|                        | directly or any of the EVAT team members at St. Jude who will always be happy to       |
|                        | assist you.  |

## Supplemental Table 2: Focus group code book

| Domain Code                  |                             | Definition  |
|------------------------------|-----------------------------|---|
|                              | Ease of<br>Interpretation   | Comments on how easy or hard it is to interpret the report, including to use it to identify the center's strengths/weaknesses, both for the participant or members of their team  |
| Interpreting<br>Report       | Report<br>Interpretation    | The participants actual interpretation of their report, including their center's strengths and weaknesses as described by the report (this shows us we need to work on x, or we do a good job with y), anything they were surprised by from their report and if they agree with it. General comments about ease of interpretation or how one could understand the strengths and weaknesses, without specific mentions of them, coded as "ease of interpretation". |
|                              | Report Use                  | Mentions of how the respondents or their team plans to use the report to improve their EVAT program or its sustainability   |
|                              | Additional<br>Information   | Additional information that should be provided in the report to improve usability or anything that is missing that should be provided   |
|                              | Written<br>Material         | Comments about the quality of the written text in the report and how it does/does not help with interpretation  |
|                              | Second Page                 | Comments about the utility of the second page of the report   |
| Report<br>Components         | Score Review<br>Box         | Comments about the score review box   |
|                              | Domain<br>Graph             | Comments about the domain averages graphs   |
|                              | Other individual components | Comments about an individual component of the report not mentioned in the other "report components' codes. General comments about the report should be coded as 'overall report'  |
| Overall Look and Feel Report |                             | Comments about the overall organization and design of the report, including things that should be adjusted or changed in the report in general, or things that are confusing. Do not code comments about individual components (code one of the 'report components')  |
| CSAT                         | CSAT<br>Components          | Comments about clarity of specific CSAT domains or questions, including the Likert scale, not related to the report itself  |
| CSAT                         | CSAT Use                    | Comments about how the CSAT was administered at the center (how many people, how often, etc.) or how it should be used in the future  |
| Negative                     | Negative comment            | Double code with any comment of something that is negative or needs improvement in the report or the CSAT tool itself   |

## Supplemental Table 3: CSAT domains and time from PEWS implementation

|                             |  | Individual-Level |              |         | С             | enter-Leve   | l       |
|-----------------------------|--|------------------|--------------|---------|---------------|--------------|---------|
| Domain                      | Time since<br>Implementation of<br>PEWS (Months) | n (%)<br>n=169   | Mean<br>CSAT | p-value | n (%)<br>n=29 | Mean<br>CSAT | p-value |
|                             | 1-12 months                                      | 67 (39.6)        | 4.37         |         | 10 (34.5)     | 4.43         | -       |
| Engaged Staff & Leadership  | 12-24 months                                     | 66 (39.1)        | 4.68         | <0.001  | 13 (44.8)     | 4.66         | 0.040   |
|                             | >24 months                                       | 36 (21.3)        | 4.64         |         | 6 (20.7)      | 4.65         |         |
|                             | 1-12 months                                      | 67 (39.6)        | 4.13         |         | 10 (34.5)     | 4.18         |         |
| Engaged<br>Stakeholders     | 12-24 months                                     | 66 (39.1)        | 4.50         | <0.001  | 13 (44.8)     | 4.50         | 0.122   |
|                             | >24 months                                       | 36 (21.3)        | 4.38         |         | 6 (20.7)      | 4.40         |         |
|                             | 1-12 months                                      | 67 (39.6)        | 3.95         |         | 10 (34.5)     | 4.00         | 0.393   |
| Organizational<br>Readiness | 12-24 months                                     | 66 (39.1)        | 4.15         | 0.141   | 13 (44.8)     | 4.15         |         |
|                             | >24 months                                       | 36 (21.3)        | 4.18         |         | 6 (20.7)      | 4.19         |         |
|                             | 1-12 months                                      | 67 (39.6)        | 4.26         |         | 10 (34.5)     | 4.33         |         |
| Workflow<br>Integration     | 12-24 months                                     | 66 (39.1)        | 4.61         | <0.001  | 13 (44.8)     | 4.60         | 0.011   |
|                             | >24 months                                       | 36 (21.3)        | 4.68         |         | 6 (20.7)      | 4.69         |         |
|                             | 1-12 months                                      | 67 (39.6)        | 4.19         |         | 10 (34.5)     | 4.20         |         |
| Implementation & Training   | 12-24 months                                     | 66 (39.1)        | 4.47         | 0.004   | 13 (44.8)     | 4.41         | 0.224   |
|                             | >24 months                                       | 36 (21.3)        | 4.51         |         | 6 (20.7)      | 4.51         |         |
|                             | 1-12 months                                      | 67 (39.6)        | 4.36         |         | 10 (34.5)     | 4.40         |         |
| Monitoring &<br>Evaluation  | 12-24 months                                     | 66 (39.1)        | 4.53         | 0.039   | 13 (44.8)     | 4.46         | 0.438   |
|                             | >24 months                                       | 36 (21.3)        | 4.61         |         | 6 (20.7)      | 4.61         |         |
|                             | 1-12 months                                      | 67 (39.6)        | 4.65         |         | 10 (34.5)     | 4.71         |         |
| Outcomes &<br>Effectiveness | 12-24 months                                     | 66 (39.1)        | 4.80         | 0.022   | 13 (44.8)     | 4.75         | 0.410   |
| Effectiveness               | >24 months                                       | 36 (21.3)        | 4.86         |         | 6 (20.7)      | 4.86         |         |

Abbreviations: CSAT-Clinical Sustainability Assessment Tool, PEWS-Pediatric Early Warning System

## Supplemental Table 4: Center demographics influencing CSAT results (among centers)

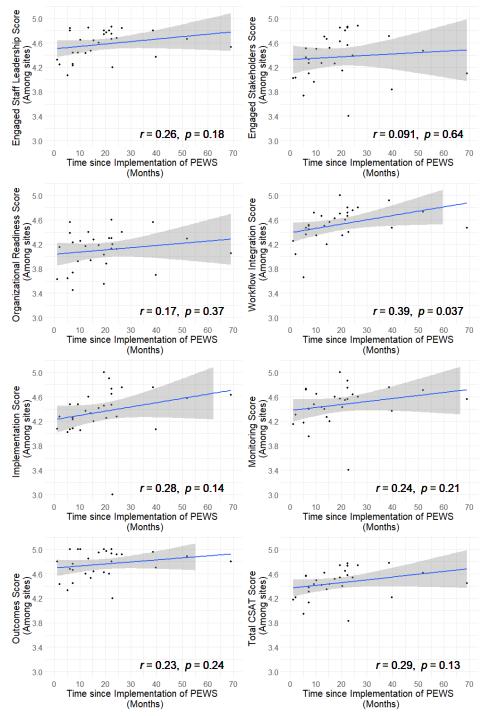
| Category                               | Sub-Category  | n<br>(29) | mean | p-value |  |  |  |
|--|---|-----------|------|---------|--|--|--|
| Hospital Characteristics (Among sites) |   |           |      |         |  |  |  |
|  | General (adult and pediatric)   | 11        | 4.46 |         |  |  |  |
| Type of Hospital                       | Oncology (adult and pediatric)  | 7         | 4.4  | 0.811   |  |  |  |
|  | Pediatric multidisciplinary   | 11        | 4.48 |         |  |  |  |
|  | Public  | 21        | 4.49 | 0.245   |  |  |  |
| Hospital Funding                       | Private or public/private partnership)                                | 8         | 4.34 | 0.245   |  |  |  |
| A     A     C                          | 1-75  | 12        | 4.44 |         |  |  |  |
| Annual New Cancer                      | 76-150  | 9         | 4.47 | 0.96    |  |  |  |
| Diagnoses                              | >150  | 8         | 4.46 |         |  |  |  |
| Pediatric Oncology                     | No pediatric oncology unit (integrated with pediatrics or other unit) | 4         | 4.31 | 0.463   |  |  |  |
| Structure                              | Separate pediatric  | 25        | 4.48 |         |  |  |  |
| Time since                             | 1-12 months   | 10        | 4.32 |         |  |  |  |
| Implementation of                      | 12-24 months  | 13        | 4.51 | 0.085   |  |  |  |
| PEWS                                   | >24 months  | 6         | 4.56 |         |  |  |  |
| Number of staff                        | 0-249   | 5         | 4.41 | 0.74    |  |  |  |
| working in center                      | >249  | 24        | 4.46 | 0.74    |  |  |  |

Abbreviations: CSAT-Clinical Sustainability Assessment Tool, PEWS-Pediatric Early Warning System

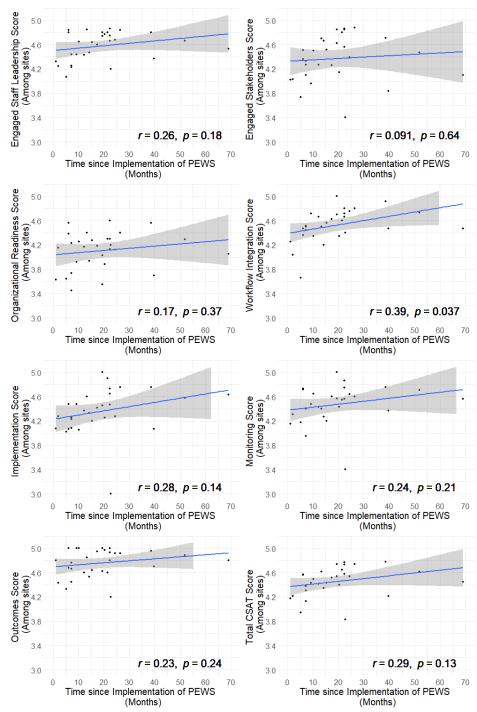
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## Supplemental Figure 4: CSAT result trends with time from PEWS implementation (center-level, n=29).

Center-level scatter plot between time since implementation of PEWS (months) vs domain scores and total CSAT result (using jitter method, added smooth line and correlation coefficient), demonstrating consistency of relationship between time since implementation and sustainability of PEWS.



# Supplemental Figure 5: CSAT result trends with time from PEWS implementation (individual, n=169). Individual-level scatter plot between time since implementation of PEWS (months) vs domain scores and total CSAT result (using jitter method, added smooth line and correlation coefficient), demonstrating consistency of relationship between time since implementation and sustainability of PEWS.



## **Supplemental Table 5: Focus group participant demographics**

| Focus<br>Group | Characteristics |         | n (%)    |
|----------------|-----------------|---------|----------|
|                | Total           |         | 8        |
| ICU            | Gender          | Male    | 4 (50%)  |
| Physicians     |                 | Female  | 4 (50%)  |
|                | Countries Repre | sented  | 6        |
|                | Total           |         | 7        |
| Floor          | Gender          | Male    | 2 (29%)  |
| Physicians     |                 | Female  | 5 (71%)  |
|                | Countries Repre | sented  | 6        |
|                | Total           |         | 7        |
| Nurses         | Gender          | Male    | 0 (0%)   |
| Nurses         |                 | Female  | 7 (100%) |
|                | Countries Repre | sented  | 6        |
|                | Total           |         | 22       |
| Overall        | Gender          | Male    | 6 (27%)  |
| Overall        | Gender          | Female  | 16 (72%) |
|                | Countries Repre | sented* | 10       |

<sup>\*</sup>Counties Represented: Argentina, Chile, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru

Abbreviations: ICU-Intensive Care Unit