

Table S2: Clinical Pathways' data

S2a: HEART FAILURE

| COVID SURVEY | | CLINICAL PATHWAY | | | |
|--|--|------------------|-------|-------|-------|
| | | HEART FAILURE | | | |
| CONTEXT ANALYSIS | During the COVID-19 pandemic, did patients accept treatment despite the fear of contagion? | 20,0% | 60,0% | | 20,0% |
| | Compared to the same period of the previous year, during the first wave of the pandemic, did the number of accesses remain stable? | 60,0% | | 20,0% | 20,0% |
| | Compared to the the first wave of the pandemic, did the number of patients undertaking the care pathways remained stable during the second wave? | 80,0% | | | 20,0% |
| | Has the volume of procedures remained stable during first and second waves compared to the same period of the previous year? | 20,0% | 60,0% | | 20,0% |
| PATIENTS ACCESS TO CP/ UO | Do you use a pre-triage module during treatment? | 60,0% | | 40,0% | |
| | Are security measures taken? | 60,0% | | 40,0% | |
| | Are social distancing measures taken? | 60,0% | | 20,0% | 20,0% |
| | | | | | |
| IMPACT ON THE TREATMENT OF NON-COVID PATIENTS IN THE CLINICAL | Was the start of the treatment within the care pathway guaranteed to the patients anyway? | 80,0% | | | 20,0% |
| | Have the cancelled visits been rescheduled and recovered? | 20,0% | 20,0% | 20,0% | 40,0% |
| | Has remote monitoring been activated for patients who could not interrupt the treatment path (telemedicine)? | 20,0% | 20,0% | 20,0% | 40,0% |
| IMPACT ON THE TREATMENT OF PATIENTS ALSO SARS COV-2 INFECTED IN THE CLINICAL PATHWAY | Have you treated patients affected by COVID-19 within the care pathway/hospital ward? | 40,0% | | 40,0% | 20,0% |
| | If yes or enough: in hospital in COVID wards? | 100,0% | | | |
| | If yes or enough: was it in COVID wards with telephone counselling? | 100,0% | | | |
| | Have the clinical-assistance paths for COVID and NON_COVID patients been separated? | 80,0% | | | 20,0% |
| | | | | | |
| IMPACT OF THE COVID-19 PANDEMIC ON PATIENT MANAGEMENT | Have ad hoc organizational solutions been implemented for patient management with respect to the pre-pandemic era? | 60,0% | | 20,0% | 20,0% |
| | Has therapeutic continuity been ensured within the pathway care? | 80,0% | | | 20,0% |
| | Have technological solutions, such as telemedicine, been adopted for patient follow-up? | 20,0% | 40,0% | 40,0% | |
| | Did all hospitalized patients repeat the screening test for SARS-Cov-2 several times during the hospitalization period? | 60,0% | | 20,0% | 20,0% |
| | Has the correct use of PPE (personal protective equipment) by healthcare professionals and patients been monitored? | 80,0% | | | 20,0% |
| | | | | | |

| | | | | | |
|--|---|---|-------|-------|-------|
| STRUCTURAL AND ORGANIZATIONAL CHANGES OF THE CP/UO | Has the care pathway/hospital ward remained unchanged from an organizational point of view? | 40,0% | 20,0% | 20,0% | 20,0% |
| | Have outpatient and/or surgical activities been guaranteed? | 60,0% | | 20,0% | 20,0% |
| | Has the timing of the transition of a patient from one care setting to another within the care pathway/hospital ward been respected? | 20,0% | 20,0% | 20,0% | 40,0% |
| | Have there been multidisciplinary discussions about the patients' health conditions? | 40,0% | 20,0% | | 40,0% |
| | Have structural changes been made to encourage social distancing? | 60,0% | 20,0% | 20,0% | |
| | Have the services relating to non-deferrable diseases been guaranteed? | 80,0% | | 20,0% | |
| | | | | | |
| PROCEDURES AND RECOMMENDATIONS FOR HEALTHCARE PROFESSIONALS / USERS | Have recommendations for the patients been made clear and visible? | 40,0% | 40,0% | 20,0% | |
| | If yes, or enough, have they been respected? | 20,0% | 80,0% | | |
| | Have recommendations for relatives been made clear and visible? | 60,0% | 20,0% | 20,0% | |
| | If yes, or enough, have they been respected? | 40,0% | 60,0% | | |
| | Have the recommendations been made clear and visible to healthcare professionals? | 60,0% | 20,0% | 20,0% | |
| | If yes, or enough, have they been respected? | 60,0% | 20,0% | 20,0% | |
| | | | | | |
| TRAINING, INFORMATION AND MANAGEMENT OF HEALTH WORKERS IN THE PANDEMIC ERA | Have health care workers involved in care pathways/hospital wards been trained on the dressing-doffing PPE procedures? | 80,0% | 20,0% | | |
| | Has the exposed health care personnel been periodically subjected to rhino-pharyngeal swabs to evaluate the possible positivity for SARS-CoV-2? | 60,0% | 40,0% | | |
| | Has the staff been equipped with PPE of modulated efficiency with respect to the professional risk to which they have been exposed? | 80,0% | 20,0% | | |
| | Have dirty paths and clean access paths to clinical departments been organized? | 40,0% | 60,0% | | |
| | Has the corporate anti-COVID vaccination program been performed using the employee booking portal? | 40,0% | 40,0% | 20,0% | |
| | In the company/facility, was the anti-COVID19 vaccination campaign preceded by an information campaign on the technical characteristics, methods of setting up and administering the vaccine? | 60,0% | 20,0% | 20,0% | |
| | | <div> <div>Yes</div> <div>enough</div> <div>not enough</div> <div>Not at all</div> <div>Not applicable</div> </div> | | | |

S2b: HEREDITARY BREAST AND OVARIAN CANCER

| COVID SURVEY | | CLINICAL PATHWAY | | | | |
|--|--|--------------------------------------|-------|-------|-------|-------|
| | | HEREDITARY BREAST AND OVARIAN CANCER | | | | |
| CONTEXT ANALYSIS | During the COVID-19 pandemic, did patients accept treatment despite the fear of contagion? | 28,6% | 42,9% | | 14,3% | 14,3% |
| | Compared to the same period of the previous year, during the first wave of the pandemic, did the number of accesses remain stable? | 14,3% | 42,9% | | 28,6% | 14,3% |
| | Compared to the the first wave of the pandemic, did the number of patients undertaking the care pathways remained stable during the second wave? | 85,7% | | | | 14,3% |
| | Has the volume of procedures remained stable during first and second waves compared to the same period of the previous year? | 42,9% | | 28,6% | 28,6% | |
| | | | | | | |
| PATIENTS ACCESS TO CP/ UO | Do you use a pre-triage module during treatment? | 71,4% | | | 14,3% | 14,3% |
| | Are security measures taken? | 100,0% | | | | |
| | Are social distancing measures taken? | 85,7% | | | | 14,3% |
| | | | | | | |
| IMPACT ON THE TREATMENT OF NON-COVID PATIENTS IN THE CLINICAL PATHWAY | Was the start of the treatment within the care pathway guaranteed to the patients anyway? | 85,7% | | | | 14,3% |
| | Have the cancelled visits been rescheduled and recovered? | 85,7% | | | | 14,3% |
| | Has remote monitoring been activated for patients who could not interrupt the treatment path (telemedicine)? | 28,6% | 28,6% | 14,3% | 28,6% | |
| | | | | | | |
| IMPACT ON THE TREATMENT OF PATIENTS ALSO SARS COV-2 INFECTED IN THE CLINICAL PATHWAY | Have you treated patients affected by COVID-19 within the care pathway/hospital ward? | 14,3% | 42,9% | | 42,9% | |
| | If yes or enough: in hospital in COVID wards? | 14,3% | 85,7% | | | |
| | If yes or enough: was it in COVID wards with telephone counselling? | 14,3% | 85,7% | | | |
| | Have the clinical-assistance paths for COVID and NON_COVID patients been separated? | 57,1% | | 14,3% | 28,6% | |
| | | | | | | |
| IMPACT OF THE COVID-19 PANDEMIC ON PATIENT MANAGEMENT | Have ad hoc organizational solutions been implemented for patient management with respect to the pre-pandemic era? | 100,0% | | | | |
| | Has therapeutic continuity been ensured within the pathway care? | 100,0% | | | | |
| | Have technological solutions, such as telemedicine, been adopted for patient follow-up? | 14,3% | 14,3% | 42,9% | | 28,6% |
| | Did all hospitalized patients repeat the screening test for SARS-Cov-2 several times during the hospitalization period? | 85,7% | | | | 14,3% |
| | Has the correct use of PPE (personal protective equipment) by healthcare professionals and patients been monitored? | 85,7% | | | | 14,3% |
| | | | | | | |

| | | | | |
|---|---|---|-------|-------|
| STRUCTURAL AND ORGANIZATIONAL CHANGES OF THE CP/UO | Has the care pathway/hospital ward remained unchanged from an organizational point of view ? | 57,1% | 28,6% | 14,3% |
| | Have outpatient and/or surgical activities been guaranteed? | 71,4% | 28,6% | |
| | Has the timing of the transition of a patient from one care setting to another within the care pathway/hospital ward been respected? | 71,4% | 28,6% | |
| | Have there been multidisciplinary discussions about the patients' health conditions? | 85,7% | | 14,3% |
| | Have structural changes been made to encourage social distancing? | 71,4% | 14,3% | 14,3% |
| | Have the services relating to non-deferrable diseases been guaranteed? | 85,7% | | 14,3% |
| | | | | |
| PROCEDURES AND RECOMMENDATIONS FOR HEALTHCARE PROFESSIONALS / USERS | Have recommendations for the patients been made clear and visible? | 100,0% | | |
| | If yes, or enough, have they been respected? | 71,4% | 28,6% | |
| | Have recommendations for relatives been made clear and visible? | 100,0% | | |
| | If yes, or enough, have they been respected? | 71,4% | 28,6% | |
| | Have the recommendations been made clear and visible to healthcare professionals? | 100,0% | | |
| | If yes, or enough, have they been respected? | 85,7% | | 14,3% |
| | | | | |
| TRAINING, INFORMATION AND MANAGEMENT OF HEALTH WORKERS IN THE PANDEMIC ERA | Have health care workers involved in care pathways/hospital wards been trained on the dressing-doffing PPE procedures? | 100,0% | | |
| | Has the exposed health care personnel been periodically subjected to rhino-pharyngeal swabs to evaluate the possible positivity for SARS-CoV-2? | 100,0% | | |
| | Has the staff been equipped with PPE of modulated efficiency with respect to the professional risk to which they have been exposed? | 85,7% | | 14,3% |
| | Have dirty paths and clean access paths to clinical departments been organized? | 85,7% | | 14,3% |
| | Has the corporate anti-COVID vaccination program been performed using the employee booking portal? | 100,0% | | |
| | In the company/facility, was the anti-COVID19 vaccination campaign preceded by an information campaign on the technical characteristics, methods of setting up and administering the vaccine? | 100,0% | | |
| | | | | |
| | | <div> <div>Yes</div> <div>enough</div> <div>not enough</div> <div>Not at all</div> <div>Not applicable</div> </div> | | |

S2c: AUTISM SPECTRUM DISORDER

| COVID SURVEY | | CLINICAL PATHWAY | | | |
|---|---|--------------------------|-------|-------|-------|
| | | AUTISM SPECTRUM DISORDER | | | |
| CONTEXT ANALYSIS | During the COVID-19 pandemic, did patients accept treatment despite the fear of contagion? | 66,7% | | 33,3% | |
| | Compared to the same period of the previous year, during the first w ave of the pandemic, did the number of accesses remain stable? | 16,7% | 66,7% | | 16,7% |
| | Compared to the the first w ave of the pandemic, did the number of patients undertaking the care pathways remained stable during the second wave? | 50,0% | | 16,7% | 16,7% |
| | Has the volume of procedures remained stable during first and second waves compared to the same period of the previous year? | 66,7% | | 16,7% | 16,7% |
| PATIENTS ACCESS TO CP/ UO | | | | | |
| | Do you use a pre-triage module during treatment? | 100,0% | | | |
| | Are security measures taken? | 100,0% | | | |
| | Are social distancing measures taken? | 66,7% | | 33,3% | |
| IMPACT ON THE TREATMENT OF NON- COVID PATIENTS IN THE CLINICAL PATHWAY | | | | | |
| | Was the start of the treatment within the care pathway guaranteed to the patients anyway? | 83,3% | | | 16,7% |
| | Have the cancelled visits been rescheduled and recovered? | 33,3% | 33,3% | 33,3% | |
| | Has remote monitoring been activated for patients who could not interrupt the treatment path (telemedicine)? | 16,7% | 33,3% | 50,0% | |
| IMPACT ON THE TREATMENT OF PATIENTS ALSO SARS COV-2 INFECTED IN THE CLINICAL PATHWAY | | | | | |
| | Have you treated patients affected by COVID-19 within the care pathway/hospital ward? | 100,0% | | | |
| | If yes or enough: in hospital in COVID wards? | 33,3% | 66,7% | | |
| | If yes or enough: was it in COVID wards with telephone counselling? | 33,3% | 66,7% | | |
| | Have the clinical-assistance paths for COVID and NON_COVID patients been separated? | 50,0% | | 16,7% | 33,3% |
| IMPACT OF THE COVID-19 PANDEMIC ON PATIENT MANAGEMENT | | | | | |
| | Have ad hoc organizational solutions been implemented for patient management with respect to the pre-pandemic era? | 83,3% | | | 16,7% |
| | Has therapeutic continuity been ensured within the pathway care? | 83,3% | | | 16,7% |
| | Have technological solutions, such as telemedicine, been adopted for patient follow-up? | 50,0% | | 33,3% | 16,7% |
| | Did all hospitalized patients repeat the screening test for SARS-Cov-2 several times during the hospitalization period? | 33,3% | 16,7% | 50,0% | |
| | Has the correct use of PPE (personal protective equipment) by healthcare professionals and patients been monitored? | 100,0% | | | |
| | | | | | |

| | | | | | |
|--|---|--------|--------|-------|-------|
| STRUCTURAL AND ORGANIZATIONAL CHANGES OF THE CP/UO | Has the care pathway/hospital ward remained unchanged from an organizational point of view ? | 16,7% | 66,7% | | 16,7% |
| | Have outpatient and/or surgical activities been guaranteed? | 50,0% | | 33,3% | 16,7% |
| | Has the timing of the transition of a patient from one care setting to another within the care pathway/hospital ward been respected? | 33,3% | 50,0% | | 16,7% |
| | Have there been multidisciplinary discussions about the patients' health conditions? | 83,3% | | | 16,7% |
| | Have structural changes been made to encourage social distancing? | 50,0% | | 33,3% | 16,7% |
| | Have the services relating to non-deferrable diseases been guaranteed? | 100,0% | | | |
| | | | | | |
| PROCEDURES AND RECOMMENDATIONS FOR HEALTHCARE PROFESSIONALS / USERS | Have recommendations for the patients been made clear and visible? | 100,0% | | | |
| | If yes, or enough, have they been respected? | 33,3% | 66,7% | | |
| | Have recommendations for relatives been made clear and visible? | 100,0% | | | |
| | If yes, or enough, have they been respected? | 33,3% | 50,0% | | 16,7% |
| | Have the recommendations been made clear and visible to healthcare professionals? | 83,3% | | | 16,7% |
| | | 83,3% | | | 16,7% |
| | If yes, or enough, have they been respected? | | | | |
| | | | | | |
| TRAINING, INFORMATION AND MANAGEMENT OF HEALTH WORKERS IN THE PANDEMIC ERA | Have health care workers involved in care pathways/hospital wards been trained on the dressing-doffing PPE procedures? | 66,7% | | 33,3% | |
| | Has the exposed health care personnel been periodically subjected to rhino- pharyngeal swabs to evaluate the possible positivity for SARS-CoV-2? | 83,3% | | | 16,7% |
| | Has the staff been equipped with PPE of modulated efficiency with respect to the professional risk to which they have been exposed? | 66,7% | | 16,7% | 16,7% |
| | Have dirty paths and clean access paths to clinical departments been organized? | 33,33% | 66,67% | | |
| | Has the corporate anti-COVID vaccination program been performed using the employee booking portal? | 16,7% | 16,7% | 66,7% | |
| | In the company/facility, was the anti-COVID19 vaccination campaign preceded by an information campaign on the technical characteristics, methods of setting up and administering the vaccine? | 66,7% | | 16,7% | 16,7% |
| | | | | | |
| | | | | | |
| | <div><div>Yes</div><div>enough</div><div>not enough</div><div>Not at all</div><div>Not applicable</div></div> | | | | |

S2d: DIABETES

| COVID SURVEY | | CLINICAL PATHWAY | | | | |
|--|--|------------------|-------|-------|-------|-------|
| | | DIABETES | | | | |
| CONTEXT ANALYSIS | During the COVID-19 pandemic, did patients accept treatment despite the fear of contagion? | 16,7% | 66,7% | | 16,7% | |
| | Compared to the same period of the previous year, during the first wave of the pandemic, did the number of accesses remain stable? | 100,0% | | | | |
| | Compared to the the first wave of the pandemic, did the number of patients undertaking the care pathways remained stable during the second wave? | 100,0% | | | | |
| | Has the volume of procedures remained stable during first and second waves compared to the same period of the previous year? | 100,0% | | | | |
| PATIENTS ACCESS TO CP/ UO | | | | | | |
| | Do you use a pre-triage module during treatment? | 100,0% | | | | |
| | Are security measures taken? | 100,0% | | | | |
| | Are social distancing measures taken? | 100,0% | | | | |
| IMPACT ON THE TREATMENT OF NON-COVID PATIENTS IN THE CLINICAL | | | | | | |
| | Was the start of the treatment within the care pathway guaranteed to the patients anyway? | 16,7% | 50,0% | | 16,7% | 16,7% |
| | Have the cancelled visits been rescheduled and recovered? | 83,3% | | | 16,7% | |
| | Has remote monitoring been activated for patients who could not interrupt the treatment path (telemedicine)? | 83,3% | | | 16,7% | |
| IMPACT ON THE TREATMENT OF PATIENTS ALSO SARS COV-2 INFECTED IN THE CLINICAL PATHWAY | | | | | | |
| | Have you treated patients affected by COVID-19 within the care pathway/hospital ward? | 16,7% | 16,7% | 33,3% | 33,3% | |
| | If yes or enough: in hospital in COVID wards? | 16,7% | 83,3% | | | |
| | If yes or enough: was it in COVID wards with telephone counselling? | 16,7% | 16,7% | 66,7% | | |
| | Have the clinical-assistance paths for COVID and NON_COVID patients been separated? | 16,7% | 16,7% | 66,7% | | |
| IMPACT OF THE COVID-19 PANDEMIC ON PATIENT MANAGEMENT | | | | | | |
| | Have ad hoc organizational solutions been implemented for patient management with respect to the pre-pandemic era? | 100,0% | | | | |
| | Has therapeutic continuity been ensured within the pathway care? | 66,7% | | 33,3% | | |
| | Have technological solutions, such as telemedicine, been adopted for patient follow-up? | 83,3% | | | 16,7% | |
| | Did all hospitalized patients repeat the screening test for SARS-Cov-2 several times during the hospitalization period? | 100,0% | | | | |
| | Has the correct use of PPE (personal protective equipment) by healthcare professionals and patients been monitored? | 100,0% | | | | |
| | | | | | | |

| | | | | |
|--|---|---|-------|-------|
| STRUCTURAL AND ORGANIZATIONAL CHANGES OF THE CP/UO | Has the care pathway/hospital ward remained unchanged from an organizational point of view? | 83,3% | | 16,7% |
| | Have outpatient and/or surgical activities been guaranteed? | 50,0% | 33,3% | 16,7% |
| | Has the timing of the transition of a patient from one care setting to another within the care pathway/hospital ward been respected? | 16,7% | 66,7% | 16,7% |
| | Have there been multidisciplinary discussions about the patients' health conditions? | 16,7% | 50,0% | 16,7% |
| | Have structural changes been made to encourage social distancing? | 100,0% | | |
| | Have the services relating to non-deferrable diseases been guaranteed? | 66,7% | 16,7% | 16,7% |
| | | | | |
| PROCEDURES AND RECOMMENDATIONS FOR HEALTHCARE PROFESSIONALS / USERS | Have recommendations for the patients been made clear and visible? | 100,0% | | |
| | If yes, or enough, have they been respected? | 83,3% | | 16,7% |
| | Have recommendations for relatives been made clear and visible? | 100,0% | | |
| | If yes, or enough, have they been respected? | 100,0% | | |
| | Have the recommendations been made clear and visible to healthcare professionals? | 100,0% | | |
| | If yes, or enough, have they been respected? | 100,0% | | |
| | | | | |
| TRAINING, INFORMATION AND MANAGEMENT OF HEALTH WORKERS IN THE PANDEMIC ERA | Have health care workers involved in care pathways/hospital wards been trained on the dressing-doffing PPE procedures? | 100,0% | | |
| | Has the exposed health care personnel been periodically subjected to rhino-pharyngeal swabs to evaluate the possible positivity for SARS-CoV-2? | 100,0% | | |
| | Has the staff been equipped with PPE of modulated efficiency with respect to the professional risk to which they have been exposed? | 83,3% | | 16,7% |
| | Have dirty paths and clean access paths to clinical departments been organized? | 100,0% | | |
| | Has the corporate anti-COVID vaccination program been performed using the employee booking portal? | 100,0% | | |
| | In the company/facility, was the anti-COVID19 vaccination campaign preceded by an information campaign on the technical characteristics, methods of setting up and administering the vaccine? | 100,0% | | |
| | | | | |
| | | <div> <div>Yes</div> <div>enough</div> <div>not enough</div> <div>Not at all</div> <div>Not applicable</div> </div> | | |