Authored by: Simon Kugai[1*], Benjamin Aretz[1], Yelda Krumpholtz[1], Manuela Schmidt[1], Daniela Eggers[2], Linda Gärtner[2], Adrienne Henkel[2], Katrin Bender[3], Felix Girrbach[3,4], Sebastian Stehr[3], Katrin Balzer[2], Birgitta Weltermann[1]

[1] Institute of General Practice and Family Medicine, Medical Faculty of the University of Bonn, Venusberg-Campus 1, 53127 Bonn, Germany
[2] Nursing Research Unit, Institute for Social Medicine, University of Lübeck, Ratzeburger Allee 160, 23562 Lübeck, Germany
[3] Department of Anaesthesiology and Intensive Care, University of Leipzig Medical Center, Liebigstrasse 20, 04103 Leipzig, Germany
[4] Anesthesiology and Operative Intensive Care, Faculty of Medicine, University of Augsburg, Augsburg, Germany

Web-based questionnaire (Outpatient nursing services)

General information about your organisation
Which form of organisation is responsible for the facility?
□ non-profit   □ private   □ municipal / public   □ ecclesiastical
What is the location of the facility?   □ rural   □ urban
How big is your care service? Please enter the number of clients/customers that you care for through your care service.
Number of customers/clients:_____
Please enter the number of your nursing staff (full-time or part-time). Number of employees (full-time or part-time): _____
Where do your patients come from? Please enter the estimated average distance in kilometres here. Average distance: _____ km
Do you also care for clients/customers with SARS-CoV-2 infection? □ Yes, we provide care for all clients/customers (incl. new arrivals) □ Yes, we only provide care to contractually bound clients/customers □ No

Networks
Are you actively involved in a task force yourself?   □ Yes   □ No Definition: In the context of pandemic management, task forces are internal or external meetings (also virtual) of people who work together on pandemic management issues.
If Yes: Which professional groups/disciplines or institutions are represented in the task force? (multiple answers possible)
□ Physicians in practices □ Local health departments □ Municipal administration □ Laboratories □ Intensive healthcare □ Patient transport and rescue service □ Nursing science institutes

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□ Outpatient care

□ Long-term inpatient care

□ Acute inpatient care

□ Other: _____

How helpful do you consider the work of this task force to be in terms of overcoming the pandemic?

0 Not helpful at all	1	2	3	4	5	6	7	8	9	10 Very helpful

Please give brief reasons for your assessment: [Text field]

Are you involved in other local networks?   □ Yes   □ No

Definition: Local networks are defined as structures for inter- or mono-professional cooperation between local stakeholders. Their objectives can be to exchange and pool knowledge and to deliver results to the relevant bodies.

If yes:

Which professional groups/disciplines or institutions are represented in the local network? (multiple answers possible)

□ Physicians in practices

□ Local health departments

□ Municipal administration

□ Laboratories

□ Intensive healthcare

□ Patient transport and rescue service

□ Nursing science institutes

□ Outpatient care

□ Long-term inpatient care

□ Acute inpatient care

□ Other: _____   _____

How helpful do you think the work of this local network has been in terms of overcoming the pandemic?

0 Not helpful at all	1	2	3	4	5	6	7	8	9	10 Very helpful

Please give brief reasons for your assessment: [Text field]

We are interested in examples of best practice in relation to managing the pandemic:

Have any measures/structures/processes emerged from your own work in local networks or task forces, or do you know of other examples that you would recommend as best practice for pandemic response?

□ Yes   □ No

If yes: Please describe what this best practice example is about: [Text field]

If possible, please name a contact person so that we can obtain further information on your example of best practice.

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Name: [Text field]
Institution: [Text field]
E-Mail-Adresse: [Text field]

Cooperation with other stakeholders

Please evaluate the regional cooperation with the following actors during the pandemic: Local health departments General practitioners and specialists in practices Patient transport and rescue services Hospitals											
0 Not successful	1	2	3	4	5	6	7	8	9	10 Successful	n.a.

How did you communicate with the following stakeholders in your region during the pandemic?
In each case (multiple answers):

	On-site meeting	Telephone	Fax	E-Mail	Video calls	Messenger apps	Other	n.a.
Local health departments								
General practitioners and specialists in practices								
Patient transport and rescue services								
Hospitals								

Who else did you work with for your organisation's internal/local pandemic management? (multiple answers possible)		
*The term region refers to the radius of your supply service as specified by you		
Responsible authorities/ministries at state level		□ Yes □ No
Other local authorities in your region*:	[Text field]	□ Yes □ No
Health authorities in your region*		□ Yes □ No
Organisations in your region*		□ Yes □ No
Home supervision in your region*		□ Yes □ No
Care support centre(s) in your region*		□ Yes □ No
Inpatient long-term care facilities in your region*		□ Yes □ No
Outpatient care facilities in your region*		□ Yes □ No
Cost bearers (health and care insurance funds) in your region*		□ Yes □ No

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Medical service of the health insurance companies		□ Yes □ No
Senior citizens', patients' and residents' representatives in your region*		□ Yes □ No
Association of Statutory Health Insurance Physicians in your federal state		□ Yes □ No
Chamber of Nursing Professions and/or nursing professional associations in your federal state		□ Yes □ No
Organisations of facility operators		□ Yes □ No
Medical association of your federal state		□ Yes □ No
Other players:	[Text field]	□ Yes □ No
None		

If Yes:
How do you rate the cooperation with [actor] since the beginning of the pandemic?

0 Not successful	1	2	3	4	5	6	7	8	9	10 Successful

Own role
How would you rate the overall performance of your organisation during the pandemic?

0 Not successful	1	2	3	4	5	6	7	8	9	10 Successful

Key figures
The RKI and other organisations regularly publish nationwide and regional pandemic information (e.g. on the prevalence of COVID-19 cases, 7-day incidences, reproduction figures). Which regional pandemic information has been important for your everyday work? (multiple answers possible)

□ Prevalence of suspected COVID-19 cases
□ Prevalence of confirmed COVID-19 cases (cumulative)
□ Prevalences of confirmed COVID-19 cases (active)
□ 7-day incidence
□ Reproduction number
□ Test capacities
□ Number of tests performed
□ Proportion of positive tests
□ Number of recovered cases
□ Outpatient/inpatient cases treated
□ Available/ occupied intensive care beds
□ Number of COVID-19 cases in intensive care treatment
□ Number of COVID-19 cases in intensive care treatment with ventilation
□ Number of COVID-19-associated deaths
□ Other (please specify):
□ None

How satisfied were/are you with the key figures available since the start of the pandemic?

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□ Completely dissatisfied   □ Rather dissatisfied   □ Neutral   □ Rather satisfied   □ Completely satisfied
If "completely dissatisfied" was not selected: What key figures relating to the COVID-19 pandemic have you been missing so far in order to better manage the pandemic in your region?
□ COVID-19 case numbers at the smallest regional level   □ Number of deaths from/with SARS-CoV-2 infection in your region   □ COVID-19 case numbers: Stratification by gender in your region   □ COVID-19 case numbers: Stratification by age in your region   □ Number of cases with multiple COVID-19 infections   □ Number of suspected COVID-19 cases in your region   □ Number of hospitalised COVID-19 cases in your region   □ Number of COVID-19 cases treated in intensive care in your region   □ Number of COVID-19 cases treated in intensive care with ventilation in your region   □ Number of affected care facilities in your region   □ Number of affected community facilities according to §33 IfSG (schools, day-care centres) in your region   □ Number of COVID-19 cases among the staff of medical and care facilities in your region   □ Number of staff in quarantine at medical and care facilities in your region   □ Average length of stay of COVID-19 cases in the intensive care unit in your federal state   □ Average length of stay of COVID-19 cases in normal wards in my federal state   □ Utilisation of intensive care beds in your region   □ Utilisation of ventilation beds in your region   □ Regional information on testing (number of tests, positive rate, laboratory utilisation)   □ Indication of the proportion of positive test results in your region   □ Information on the period to which reported figures relate   □ Other (please specify): Freitext_____   □ None
What sources did/do you regularly use for information?
□ Robert Koch Institute (RKI) information   □ Newsletter/website of the local health departments   □ Conversations with colleagues   □ Scientific publications and/or evidence-based guidelines   □ Public media   □ Other: [Text field]   □ None

Innovations due to the pandemic		
New forms of communication		
Since the beginning of the COVID-19 pandemic, new or adapted digital forms of communication have been increasingly used to maintain communication with various stakeholders. Have the following forms of communication been offered/implemented in your organisation since the start of the pandemic?		
Digital appointment allocation for visits to hospitals	Definition: Establishment of a digital option for making appointments for visits to the nursing home/hospital	□ Yes □ No
Telecare services	Definition: Use of information and	□ Yes □ No

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	communication technologies to perform nursing services in the care process (e.g. assessment of care-relevant health problems, guidance and counselling, nursing rounds) or in interprofessional collaboration for the care of people in need of care across geographical boundaries	
Teletherapy	Definition: Use of information and communication technologies to provide therapeutic services (physiotherapy, occupational therapy, speech therapy) across physical boundaries	□ Yes □ No
Telemedicine	Definition: Use of information and communication technologies to provide medical services in the care of people in need of care across geographical boundaries	□ Yes □ No
Other new digitally supported supply offer		□ Yes □ No
	If yes: Please briefly describe the objectives, participants and mode of operation of the offer.	

For every selected:
To what extent would you recommend [*structure/process name*] for the further fight against the pandemic?
0 (Do not recommend at all) to 10 (Highly recommend)

For every selected: Please evaluate the [*structure/process name*] with regard to the following care content/characteristics. To what extent do you agree with the following statements? We are interested in all experiences during the pandemic, regardless of whether this structure still exists.

		Does not apply at all - Fully applies											
		0	1	2	3	4	5	6	7	8	9	10	n.a.
Accessibility for/by patients	[*structure/process name*] are good for patients or reaches patients well												
Communication with patients	Those responsible for [*structure/process name*] communicated well with the patients												
Risk groups	[*structure/process name*] support the care of at-risk groups												
Primary health care	[*structure/process name*] support the maintenance of primary health care by my practice												
Diagnostics	[*structure/process name*] support timely COVID-19 diagnostics												
Therapy	[*structure/process name*] support timely the treatment of COVID-19 patients												
Communication between the actors	[*structure/process name*] are characterized by good communication with other service providers/institutions												

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Communication between the actors	[*structure/process name*] have clearly defined communication channels (fax, e-mail, telephone, etc.)										
Interfaces	Those responsible for [*structure/process name*] have cooperated well with the providers of primary health care										
Role clarity	[*structure/process name*] have clearly defined tasks in the provision of care										
Role clarity	[*structure/process name*] have not created any duplicate structures										
Cost-benefit	[*structure/process name*] have an appropriate cost-benefit ratio										
Staff protection	[*structure/process name*] relieve the burden on staff in primary health care										
Staff protection	[*structure/process name*] reduce the risk of infection for staff in primary health care										
Does [*structure/process name*] still exist in your region? Yes/No/Don't know											

New structures, processes and recommendations		
Coping with the pandemic places new demands on the care of people in need of care, whether in home care, inpatient long-term care or in hospital. In this section, we would like to find out whether you are aware of any examples of the implementation of the following structures or processes recommended in the scientific literature or in guidelines for managing the pandemic in nursing care and how you rate these structures and processes based on your experience. Do you use the following structures, processes or recommendations in relation to managing the pandemic in your organisation?		
Crisis intervention teams	Definition: Responsible body: public health department Members: Nursing staff, doctors, hygiene specialists Tasks: Process support during and after an outbreak, advice and implementation with regard to the ordering of measures by the public health department, medical support if GPs are busy. Target group: Nursing homes	□ ja □ nein
If yes	Which professional groups are/were involved?	□ Nursing staff □ Nursing staff with specialised further training □ Physicians □ Healthcare providers □ Hygiene officers □ Other (please specify): [Text field]
Cross-facility/cross-sector emergency nursing services or other supplementary outreach/consultancy services (nursing or multi-professional)	Definition: Provider: diverse (local authority, care facilities, hospitals) Tasks: outreach or consultative support for routine nursing or nursing/medical care, e.g. in the care and treatment of COVID-19 patients in nursing homes or at home, implementation of the test strategy (ASHIP bus)	□ Yes □ No
If yes	Which professional groups are/were involved?	□ Nursing staff

Authored by: Simon Kugai[1*], Benjamin Aretz[1], Yelda Krumpholtz[1], Manuela Schmidt[1], Daniela Eggers[2], Linda Gärtner[2], Adrienne Henkel[2], Katrin Bender[3], Felix Girrbach[3,4], Sebastian Stehr[3], Katrin Balzer[2], Birgitta Weltermann[1]

		□ Nursing staff with specialised further training □ Physicians □ Healthcare providers □ Hygiene officers □ Other (please specify): [Text field]
If yes for emergency nursing services or other supplementary services	Please provide us with the following information about this offer: Free text for each: Name of the offer: Provider: Tasks: Target group:	
Other:	[Text field]	□ Yes □ No
If yes for Other: Please describe briefly what the measure is. [Text field]	Free text for each: Name of the measure: Sponsor: Members: Tasks: Target group:	

For every selected:
To what extent would you recommend [*structure/process name*] for the further fight against the pandemic?
0 (Do not recommend at all) to 10 (Highly recommend)

For every selected: Please evaluate the [*structure/process name*] with regard to the following care content/characteristics. To what extent do you agree with the following statements? We are interested in all experiences during the pandemic, regardless of whether this structure still exists.

		Does not apply at all - Fully applies											
		0	1	2	3	4	5	6	7	8	9	10	n.a.
Accessibility for/by patients	[*structure/process name*] are good for patients or reaches patients well												
Communication with patients	Those responsible for [*structure/process name*] communicated well with the patients												
Risk groups	[*structure/process name*] support the care of at-risk groups												
Primary health care	[*structure/process name*] support the maintenance of primary health care by my practice												
Diagnostics	[*structure/process name*] support timely COVID-19 diagnostics												
Therapy	[*structure/process name*] support timely the treatment of COVID-19 patients												
Communication between the actors	[*structure/process name*] are characterized by good communication with other service providers/institutions												
Communication between the actors	[*structure/process name*] have clearly defined communication channels (fax, e-mail, telephone, etc.)												
Interfaces	Those responsible for [*structure/process name*] have cooperated well with the providers of primary health care												
Role clarity	[*structure/process name*] have clearly defined tasks in the provision of care												

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Role clarity	[*structure/process name*] have not created any duplicate structures												
Cost-benefit	[*structure/process name*] have an appropriate cost-benefit ratio												
Staff protection	[*structure/process name*] relieve the burden on staff in primary health care												
Staff protection	[*structure/process name*] reduce the risk of infection for staff in primary health care												

Does [*structure/process name*] still exist in your region?

Yes/No/Don't know

Protection and care for at-risk groups

In this section, we would like to provide information on measures to protect patients in hospitals in particular during the pandemic.

In your opinion, what are the 3 most important measures to protect patients in your hospital?

Measure 1: Free text_____ □ we implement   □ we do not implement

Measure 2: Free text_____ □ we are implementing □ we are not implementing

Measure 3: Free text_____ □ we are implementing □ we are not implementing

---

Regular testing for SARS-CoV-2 infections

At what intervals are the following target groups tested in your care service using a rapid antigen test ("point of care" test, PoC test)?

Employees	□ not at all □ Less than 2x per week □ 2x per week □ after vacation/sickness/days off □ other (free text):_____
Clients/customers	□ Not at all □ 1x per week □ more than 1x per week □ other (free text):_____

Which PoC test do you use in your care service? (multiple answers possible)

□ Mouth, nose and throat swab

If yes: Please name the manufacturer of the PoC test: [Text field]

□ Swab from the nasal vestibule

If yes: Please tell us the manufacturer of the PoC test: [Text field]

□ Gargle test

If yes: Please tell us the manufacturer of the PoC test: [Text field]

□ Sputum test

If yes: Please tell us the manufacturer of the PoC test: [Text field]

Does your care service have a procedure in place in consultation with the public health department, GPs and/or the local laboratory that allows a swab to be taken directly for a PCR test and sent to the laboratory in the event of a positive PoC test?

□ Yes

□ No

In which areas are there difficulties with regard to the implementation of regular SARS-CoV-2 tests? (multiple answers possible)

□ Ordering process

□ Availability of rapid antigen tests

□ Training of the staff

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□ Funding of the tests
□ Uncertainty about funding ("from which pot")
□ Creation of the test concept
□ Personnel capacities
□ Premises for testing
□ Support from the public health service (health authorities)
□ Cooperation with general practitioners
□ Health burdens on the persons to be tested due to repeated swabs
□ Rejection of the persons to be tested
□ Other: [Text field]
□ There are no difficulties in any area

Please give us a brief description of what you think is necessary for testing to work well in your care service: [Text field]

Please estimate the percentage of nursing staff who have tested positive for COVID-19 using a PCR test since the start of the pandemic (with or without illness).
Employees _____ %

Please estimate the percentage of clients/customers who have tested positive for COVID-19 by PCR test since the start of the pandemic (with or without illness)
Clients/customers _____ %

Use of FFP2 masks

For which activities does the nursing staff in your facility usually wear an FFP2 mask? (multiple answers possible)
□ For all activities
□ during all activities if there is an outbreak in the facility
□ during the care of suspected COVID-19 cases
□ during the care of people infected with COVID-19
□ during the care of patients with a high external contact density
□ during all activities on special wards, such as _____
□ during activities away from the face for more than 15 minutes
□ for face-to-face activities lasting more than 15 minutes
□ Other: [Text field]

Is there an internal procedure that regulates the use of FFP2 masks depending on the nursing activities?
□ Yes
□ No

Which material was not (initially) available in sufficient quantities for the nursing staff of your hospital since the beginning of the pandemic?
□ Surgical mouth and nose protection
□ Gloves
□ FFP2/3 or KN95 protective masks
□ Protective gown
□ Protective goggles
□ Hand disinfectant
□ Material was sufficiently available
□ No indication

If one option is selected:
Which of the following areas was mainly responsible for a lack of [*name the option*]?
□ Financing
□ Delivery and communication
□ Scarcity of resources
□ Provision and distribution key
□ Other (please specify): [Text field]
□ Not specified

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Recruitment and deployment of additional staff to deal with the pandemic
To what extent has additional staff been hired in your institution since February 2020 to cope with the pandemic-related requirements? Please provide an estimate of the number of additional full-time positions (FTE) per staff category.
Nurses: _____ FTE
Nursing assistants (with helper qualification): _____ FTE
Other auxiliary staff (without nursing assistant qualification): _____ FTE
Caregivers according to § 43b, 53c SGB XI: _____ FTE
Interns, students of healthcare professions or similar: _____ FTE
Volunteers: _____ VK
Other (please specify): _____): _____ FTE
Our facility has not hired any additional staff.
Only if additional personnel: For which tasks have you recruited additional staff?   □ Implementation of the hygiene rules   □ Visit management   □ Specialist staff for the care of COVID-19 patients   □ Implementation of the testing strategy   □ Area care/support in small cohorts   □ Standard care   □ Others: [Text field]
Only if additional personnel: Which strategy(ies) have you used to gain additional personnel capacity? (multiple answers possible)   □ Cooperation with temporary employment agencies   □ Recruitment of people from outside the sector from other professions (e.g. people on short-time working)   □ Recruitment of volunteers (trainees/students in healthcare professions, federal voluntary service, school pupils, volunteers)   □ Increasing the working hours of part-time employees   □ Care reserve   □ Internal pool of employees within the organization   □ Others: [Text field]
If at least one strategy is indicated: Please assess the extent to which the strategies you have used have covered the additional personnel requirements.

0 Not successful	1	2	3	4	5	6	7	8	9	Successful

To what extent does your institution currently have unmet staffing needs to cope with the pandemic-related requirements? Please provide an estimate of the number of additional full-time positions (FTE) required.
Nurses: _____ FTE
Nursing assistants (with helper qualification): _____ FTE
Other auxiliary staff (without nursing assistant qualification): _____ FTE
Caregivers according to § 43b, 53c SGB XI: _____ FTE
Interns, students of healthcare professions or similar: _____ FTE
Volunteers: _____ VK
Other (please specify): _____): _____ FTE
No uncovered personnel requirements

Aid organizations
Have you been supported by aid organizations such as the German Armed Forces, technical supporting organisations, etc. since the beginning of the pandemic?
□ Yes

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□ No
If yes:
Briefly describe what support you have received: [Text field]

Vaccination against SARS-CoV-19										
What percentage of people in your facility have been vaccinated to date?										
Staff: _____ %										
Patients: _____ %										
Based on your experience to date, how do you rate the feasibility of the local vaccination strategy?										
0 Not successful	1	2	3	4	5	6	7	8	9	10 Successful
Please give brief reasons for your assessment: [Text field]										

Compliance with hygiene plans										
How do you rate staff adherence to the hygiene plans?										
0 Not successful	1	2	3	4	5	6	7	8	9	10 Successful
How do you ensure that the hygiene plans are consistently adhered to in your facility? □ Regular training of the staff □ Regular information and instruction for patients □ Regular information and guidance for visitors □ Regular training of external service providers (e.g. attending physicians) □ Notices/information in the facility about the hygiene plan □ Newsletter on the hygiene plan □ More hygiene officers than in standard care □ Provision of disinfectant in places where it is needed □ Provision of PPE □ Information on current hygiene measures for external parties (e.g. website, letter) □ Regular evaluation of compliance with the hygiene plans □ Open communication regarding errors in the implementation of the hygiene plan □ Other: [Text field]										

Connecting passage

> Thank you for your answers on regional pandemic management. We would like to ask you for some further personal details and assessments.

Sociodemographics

- Please enter the first 2 digits of the zip code of your work address
  - [Text field]
- What is your gender?
  - Female, male, divers

Mental stress due to COVID-19

- To what extent did/do you feel professionally burdened by the COVID-19 pandemic?
  - 1 (very low) – 5 (very heavy)

Leadership (C-LEAD, Hadley et al. 2011)

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- Your own ability to act is challenged in pandemic situations. Please give us your personal assessment of the following statements. (1 [completely disagree], 2, 3, 4 [neutral], 5, 6, 7 [completely agree])
  1. I can anticipate the ramifications of my decisions and actions.
  2. I can summarize the key issues involved in a situation to others regardless of how much data I have.
  3. I can make decisions and recommendations even when I don't have as much information as I would like.
  4. I can assess how the members of the general public are being impacted by my practice's/institution's actions or inactions during times of adversity.
  5. I can determine which information is critical to relay to other practices/institutions/units in advance of them requesting it.
  6. I can keep others abreast of my work activities without over-informing or under-informing them.
  7. I can make decisions and recommendations even under extreme time pressure.
  8. I can estimate the potential new infections and illnesses that may occur as the result of my decisions or recommendations at work.
  9. I can modify my regular work activities instantly to respond to an urgent need.
- What factors have made it easier for you to remain capable of acting in your professional roles during the pandemic?
  - [Text field, optional]
- What factors have made it difficult for you to remain capable of acting in your professional roles during the pandemic?
  - [Text field, optional]

Lessons learned/perspectives
- From my experience so far, I think the following makes sense for the future pandemic management.
  - [Text field, optional]

Open comments/last question
- Please use the following text field for other messages and comments on our survey.
  - [Text field, optional]