

Supplemental Information

SUPPLEMENTAL TABLE 2 Clinician/Administrator Interview Guide

Open-Ended Questions	Potential Probes (Selected based on responses to open-ended questions and evolving conceptual model)
Can you tell me about your role and responsibilities at the hospital?	
Can you describe ways in which quality and safety of care for hospitalized children may have been impacted?	<ul style="list-style-type: none"> • How did leaders at your hospital monitor local and national COVID-19 surveillance data? • Can you describe how your inpatient pediatric unit census/volume changed and why? • Can you give examples of how care of patients/clinical workflows on your pediatric unit changed? How about in your newborn unit? • How did decisions about when to transfer patients change? • Can you give an example of when a child may have had delayed or inadequate access to needed hospital care? Or a particular diagnosis that was susceptible to delay of care? • Can you give an example of when a child may have had unsafe or worse-quality hospital care? • Can you describe any changes in clinical workflows, such as rounds or discharge planning, that may have had negative consequences for hospitalized children? • Can you give any examples of changes in care that may have benefited hospitalized children? • Did you see any changes in quality or safety metrics during the pandemic? • Can you describe any feedback you received from parents or caregivers about changes in care, such as visitation policy, during the pandemic? • Can you describe ways in which access to hospital follow-up care changed? How was that navigated?

SUPPLEMENTAL TABLE 3 Parent/Caregiver Interview Guide

Open-Ended Questions	Potential Probes
Can you describe your interactions with the children's hospital during the COVID-19 pandemic as a parent/caregiver for a child admitted as patient and as a family advisory board member?	
Were you ever concerned that these changes may have impacted your child's safety or quality of care? Why?	