Table S1. Pediatric wards enrolled, categorized in 3 different categories

<table>
<thead>
<tr>
<th>Hospital</th>
<th>City</th>
<th>Facility category</th>
<th>N beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Pediatrics of AORN “Santobono- Pausilipon” (A)</td>
<td>Naples</td>
<td>Children Hospital</td>
<td>16 pediatric beds/287 total pediatric beds</td>
</tr>
<tr>
<td>Department of Pediatrics of AOU “Federico II” (B)</td>
<td>Naples</td>
<td>University Hospital</td>
<td>27 pediatric beds/47 total pediatric beds</td>
</tr>
<tr>
<td>Department of Pediatrics of AOU “Luigi Vanvitelli” (C)</td>
<td>Naples</td>
<td>University Hospital</td>
<td>12 pediatric beds/24 total pediatric beds</td>
</tr>
<tr>
<td>General Pediatrics of AOU “S. Giovanni di Dio e Ruggi D’ Aragona” (D)</td>
<td>Salerno</td>
<td>General Hospital</td>
<td>28 pediatric beds/642 total general beds</td>
</tr>
<tr>
<td>General Pediatrics of AO “San Giuseppe Moscati” (E)</td>
<td>Avellino</td>
<td>General Hospital</td>
<td>19 pediatric beds/483 total general beds</td>
</tr>
<tr>
<td>General Pediatrics of AO “Sant’Anna e San Sebastiano” (F)</td>
<td>Caserta</td>
<td>General Hospital</td>
<td>14 pediatric beds/486 total general beds</td>
</tr>
<tr>
<td>General Pediatrics of General Pediatrics of AO “San Pio” (G)</td>
<td>Benevento</td>
<td>General Hospital</td>
<td>16 pediatric beds/402 total general beds</td>
</tr>
</tbody>
</table>

Between July 2017 and October 2018, we studied seven pediatric wards reflecting three different categories of regional medical centers: children’s hospital [n=1 (A)], pediatric department of university hospital [n = 2 (B and C)], and general hospital [n= 4 (D, E, F, G)](Table S1).

Table S2 Weight of the different humanization indicators according to the Listening to people to Cure people (LpCp)-tool

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>WEIGHT(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well-Being</td>
<td>13</td>
</tr>
<tr>
<td>Social Aspects</td>
<td>38</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>42</td>
</tr>
<tr>
<td>Health Promotion</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>