**Table S1.** Parents’ and patients’ characteristics.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **1** | **2** | **3** |
| **Parents’ age** |  |  |  |
| Median (first and third quartile) | 47.5 ( 39.0 - 51.2 ) | 50.5 ( 42.0 - 54.2 ) | 43.5 ( 40.0 - 48.0 ) |
| **Gender** |  |  |  |
| Female n(%) | 24 ( 60.0 ) | 29 ( 72.5 ) | 33 ( 82.5 ) |
| Male n(%) | 16 ( 40.0 ) | 11 ( 27.5 ) | 7 ( 17.5 ) |
| **Region** |  |  |  |
| Lombardia n(%) | 31 ( 77.5 ) | 33 ( 82.5 ) | 30 ( 75.0 ) |
| Other n(%) | 9 ( 22.5 ) | 7 ( 17.5 ) | 10 ( 25.0 ) |
| **Educational qualifications\*** |  |  |  |
| Secondary-school license n(%) | 9 ( 23.1 ) | 5 ( 12.5 ) | 7 ( 17.5 ) |
| High-school diploma n(%) | 23 ( 59.0 ) | 21 ( 52.5 ) | 20 ( 50.0 ) |
| University degree n(%) | 7 ( 17.9 ) | 14 ( 35.0 ) | 13 ( 32.5 ) |
| **Occupation\*** |  |  |  |
| Lower status employees n(%) | 6 ( 15.4 ) | 3 ( 7.5 ) | 6 ( 15.0 ) |
| Managers n(%) | 1 ( 2.6 ) | 3 ( 7.5 ) | 4 ( 10.0 ) |
| Clerks and skilled service employees n(%) | 8 ( 20.5 ) | 17 ( 42.5 ) | 13 ( 32.5 ) |
| Professionals n(%) | 11 ( 28.2 ) | 11 ( 27.5 ) | 10 ( 25.0 ) |
| Technicians and associated professionals n(%) | 2 ( 5.1 ) | 2 ( 5.0 ) | 0 |
| Retired n(%) | 1 ( 2.6 ) | 1 ( 2.5 ) | 0 |
| Unemployed n(%) | 10 ( 25.6 ) | 3 ( 7.5 ) | 7 ( 17.5 ) |
| **Patients’ age** |  |  |  |
| Median (first and third quartile) | 12.5 ( 10.0 - 16.2 ) | 13.0 ( 4.8 - 17.0 ) | 7.0 ( 2.8 - 16.0 ) |
| **Type of tumor** |  |  |  |
| Soft tissue and bone sarcoma n(%) | 21 ( 52.5 ) | 18 ( 45.0 ) | 15 ( 37.5 ) |
| Carcinoma and melanoma n(%) | 1 ( 2.5 ) | 1 ( 2.5 ) | 3 ( 7.5 ) |
| CNS tumor n(%) | 6 ( 15.0 ) | 7 ( 17.5 ) | 8 ( 20.0 ) |
| Lymphoma n(%) | 6 ( 15.0 ) | 5 ( 12.5 ) | 5 ( 12.5 ) |
| Wilms’ tumor and neuroblastoma n(%) | 5 ( 12.5 ) | 7 ( 17.5 ) | 5 ( 12.5 ) |
| Others n(%) | 1 ( 2.5 ) | 2 ( 5.0 ) | 4 ( 10.0 ) |

**Table S2.** Details of the p-values obtained with Fisher’s exact test (F) and the Wilcoxon-Mann-Whitney test.(WMW).

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | | **p-value F** | **p-value WMW** |
| **1** | **Do you consider the medical care to have been clinically satisfactory?** | 0.232 | 0.179 |
| **2** | **Do you think the medical care was satisfactory in terms of communication?** | 0.358 | 0.264 |
| **3** | **Do you think the time spent by doctors during outpatient visits was adequate?** | 0.547 | 0.773 |
| **4** | **Do you think the time spent by doctors during inpatient visits was adequate?** | 0.830 | 0.629 |
| **5** | **Do you think the nursing care was satisfactory?** | 0.421 | 0.199 |
| **6** | **Do you feel you received the psychological support you needed during your child’s treatments?** | 0.921 | 0.412 |
| **7** | **Do you think the way the psychologists on the ward interact was adequate?** | 0.145 | 0.846 |
| **8** | **Do you think that the social support offered on the ward is helpful?** | 0.564 | 0.631 |
| **9** | **Do you think the educational support (school in hospital) is satisfactory? \*** | 0.233 | 0.071 |
| **10** | **Do you think the games / educational activities are useful?** | 0.345 | 0.252 |
| **11** | **Do you think the relationships on the ward (between parents) have been helpful?** | < 0.001\*\*\* | < 0.001\*\*\* |
| **12** | **Do you consider the organization and rules of the department to be adequate?** | 0.776 | 0.358 |
| **13** | **Do you think the organization of the outpatient clinic (time slots, waiting room, time available for visits) is adequate?** | 0.612 | 0.747 |
| **14** | **Do you think the staff have too high a workload?** | 0.008\*\* | 0.003\*\* |
| **15** | **Do you think the staff have too high an emotional load?** | 0.716 | 0.292 |
| **16** | **Do you think your child’s illness and treatment have had a significant impact on your family's economic conditions?** | 0.642 | 0.873 |
| **17** | **Do you feel your child’s illness and treatment have had a significant impact on your family relationships?** | 0.330 | 0.097 |
| **18** | **Do you think the role of family (grandparents and uncles) and social (friends) emotional resources has been crucial to coping with your child’s disease and treatment?** | 0.078 | 0.449 |