

SUPPLEMENTARY FILE

Job demands – Exploratory factor analysis (MLR estimator, geomin rotation)

		Interference (McDonald's omega = 0.697)	Emotional demands (McDonald's omega = 0.717)	Uncertainty (McDonald's omega = 0.620)	Risk perception (McDonald's omega = 0.701)
1	My work rates have increased significantly	0.833	0.071	-0.069	0.013
2	I spend more hours at work than I should	0.808	-0.055	0.006	0.003
3	The number of patients I care for on a daily basis has increased	0.632	0.171	-0.106	0.011
4	I spend so much energy on work that my private life is being affected	0.772	0.241	0.083	0.029
5	Since the Covid-19 emergency began, I am no longer able to spend enough time with my loved ones	0.654	0.057	0.027	0.204
6	My work does not allow me to enjoy time with family life	-0.109	0.759	-0.134	0.175
7	The Covid-19 emergency forces me to deal with emotionally difficult situations	0.033	0.748	0.086	-0.036
8	The Covid-19 emergency puts me in more frequent contact with the suffering of other people	0.063	0.670	-0.036	-0.047
9	The Covid-19 emergency puts me in the situation of having to make difficult decisions in my work	-0.032	0.302	0.711	0.224
10	I often feel compelled to hide my emotions while I work	0.012	0.698	0.287	0.152
11	In my job, I often have to do things that I don't want to do	-0.256	0.207	0.553	0.210
12	I find it hard to tolerate the unpredictability of the emergency situation linked to Covid-19	0.053	-0.790	0.867	-0.013
13	It is difficult to know if my efforts are beneficial for the health of patients	0.007	0.079	0.814	-0.009
14	The uncertainty in the patient care with Covid-19 makes me uneasy	0.033	0.087	0.158	0.362
15	My job is putting me at serious risk	0.135	-0.110	0.167	0.852
16	The health risk I am taking from my job is unacceptable	0.121	0.097	-0.038	0.783
17	Accepting the risk of contracting COVID-19 is part of my job	0.121	0.097	-0.038	0.351
18	I don't feel safe for my health when I go to work	0.242	-0.003	0.140	0.641
19	People close to me are at risk of contracting COVID-19 because of my work	0.052	0.111	0.050	0.573
20	People close to me are worried about my health	0.161	-0.005	0.074	0.477

Note: Bold values showed a coefficient higher than |0.35|. Estimates were reported as standardized coefficients (STDYX). The model shown adequate fit to the sample statistics: $\chi^2(166) = 365.226$, $p < 0.001$; $\chi^2/df=2.2$; RMSEA = 0.066, 90% CI [0.057–0.075]; CFI = 0.908; TLI = 0.895; and SRMR = 0.069

Job resources – Exploratory factor analysis (MLR estimator, geomin rotation)

		Organization emotional support (McDonald's omega = 0.781)	Organizational orientation towards patient engagement (McDonald's omega = 0.802)
1	When I'm at work, I don't feel alone	0.431	0.141
2	When I am at work, I know I can share what worries me with my colleagues	0.352	0.201
3	I am sure I will receive help and support from my colleagues in case of need	0.722	0.248
4	I am sure to get help and support from my superiors in case of need	0.767	0.085
5	I feel part of the group in which I work	0.756	0.241
6	My organization has in its mission the centrality of the patient even in emergency situations	0.210	0.803
7	My organization has activated psychological support initiatives for patients even at a distance	0.287	0.665
8	The team of professionals in which I work is oriented towards the centrality of the patient	0.112	0.822
9	My organization provides for the use of support for making therapeutic decisions for patients ("decision aids")	0.050	0.606
10	My organization provides specific training for healthcare professionals on the issues of patient involvement and patient-centred medicine	0.144	0.661

Note: Bold values showed a coefficient higher than $|0.35|$. Estimates were reported as standardized coefficients (STDYX). The model shown adequate fit to the sample statistics: $\chi^2(185) = 282.820$, $p < 0.001$; $\chi^2/df=1.5$; RMSEA = 0.045, 90% CI [0.034–0.056]; CFI = 0.955; TLI = 0.927; and SRMR = 0.032

HCWs' orientation to engagement – Exploratory factor analysis (MLR estimator, geomin rotation)

	Relationships as a value (McDonald's omega = 0.796)	Engagement as a barrier [to adequately perform working tasks] (McDonald's omega = 0.816)	Orientation to empowerment (McDonald's omega = 0.755)
1 The active role of the patient in preventing or mitigating symptoms related to COVID-19 is crucial	0.526	0.216	-0.126
2 Despite the current situation, I can find alternative ways to relate to my patients	0.709	-0.013	0.169
3 Despite the current situation, I am able to build a relationship of trust with my patients	0.801	0.008	0.318
4 In this emergency situation, the alliance with the patient is a fundamental element for the management of care	0.652	-0.048	0.084
5 In this emergency situation, involving the patient in therapeutic decisions is an obstacle to the success of the treatment	-0.003	0.679	0.100
6 In this emergency situation, giving voice to patients' expectations is more of a hindrance than a help in the care process	-0.222	0.647	0.004
7 In this emergency situation, family members are often an obstacle to the care process	-0.191	0.350	0.223
8 In this emergency situation, it is important to empower patients and family members to share doubts or questions even if they are not explicitly asked	0.504	-0.014	0.025
9 In this emergency situation, patients and family members must be able to determine when to contact the healthcare professional and when they can manage their health independently	0.402	0.217	-0.013
10 In this emergency situation, the healthcare professional is the expert, and the patient must simply follow the instructions provided	-0.123	0.102	-0.460
11 In this emergency situation, it is risky to consider the patient's values in making decisions about the path of care	0.014	0.261	-0.681
12 In this emergency situation, it is risky to consider the values of family members in making decisions about the care path	-0.073	-0.009	-0.937

Note: Bold values showed a coefficient higher than |0.35|. Estimates were reported as standardized coefficients (STDYX). The model shown adequate fit to the sample statistics $\chi^2_{(33)} = 62.269$, $p < 0.001$; $\chi^2/df=1.9$; RMSEA = 0.059, 90% CI [0.036–0.081]; CFI = 0.951; TLI = 0.903; and SRMR = 0.035

Correlations

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Age (1)	1															
Sex (2)	-.097*	1														
Siblings (3)	.552**	-.124**	1													
Profession (4)	-0.021	.142**	0.019	1												
JD_Overall (5)	-.107*	.152**	-0.016	0.058	1											
Relationships as a value (6)	-.087*	0.057	-.142**	.124**	0.018	1										
Engagement as a barrier (7)	0.027	-0.083	-0.013	.091*	.088*	-.203**	1									
Orientation to empowerment (8)	-.102*	0.019	0.004	-.139**	-0.028	.119**	-.522**	1								
Organization emotional support (JR) (9)	-0.023	0.029	-0.067	0.042	-.160**	.166**	-0.037	-.094*	1							
Perspective taking (10)	0.059	0.075	0.012	-0.006	.101*	.472**	-.297**	.269**	0.081	1						
Compassionate care (11)	0.028	.105*	-0.015	0.015	.092*	.498**	-.264**	.238**	0.062	.790**	1					
Walking in patients shoes (12)	0.037	0.068	-0.031	-0.021	0.039	.466**	-.192**	.145**	0.058	.649**	.714**	1				
Resilience (13)	0.019	-.181**	-0.011	-.086*	-.279**	0.081	-0.065	0.058	.170**	0.019	0.023	0.047	1			
Emotional exhaustion (14)	-0.023	.124**	0.005	0.018	.467**	-0.072	0.046	-0.054	-.219**	0.054	0.034	0.029	-.368**	1		
Depersonalization (15)	-.125**	-.107*	-0.061	-0.014	.209**	-.225**	.205**	-.107*	-.219**	-.145**	-.212**	-.190**	-.131**	.511**	1	
Personal accomplishment (16)	.118**	-0.041	0.028	-0.037	-0.04	.309**	-.107*	0.036	.209**	.248**	.296**	.342**	.190**	-.237**	-.344**	1