

Supplementary File 1: English version of the questionnaire used to

"Designing a Model of Factors Affecting on the Health Services Management of Chronic Non-Communicable Diseases in Pandemics for Iran"

Demographic Information:

Gender: Female ☐ Male ☐

Age:.....

Educational Qualification:

Master's Degree ☐ Professional Doctorate (General / Specialist) ☐

PhD (Doctor of Philosophy) ☐

Work Experience:.....

row	Item	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	The country's overarching national strategy comprehensively addresses the management of non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
2	The national strategy effectively introduces measures for managing public health crises (such as the COVID-19 pandemic) that ensure the continuity and safety of care for non-communicable diseases (NCDs).					
3	The national strategy has the capacity to rapidly adapt policies in response to emerging health threats while maintaining a focus on non-communicable diseases (NCDs).					
4	Communication and information exchange between various public and private sectors are essential for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
5	Policies and strategies for managing non-communicable diseases (NCDs) are well-coordinated across different levels of public and private sectors during recent public health crises (such as the COVID-19 pandemic).					
6	Intersectoral collaboration at the governmental level leads to timely and effective responses in managing non-communicable diseases (NCDs) during recent public health crises (such as the COVID-19 pandemic).					
7	Health system leaders are capable of offering effective and immediate solutions for the efficient management of non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
8	During public health crises (such as the COVID-19 pandemic), rapid and effective policymaking is undertaken by the country's health governance structures to address non-communicable diseases (NCDs).					

row	Item	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
9	The country's health system is able to demonstrate the necessary resilience during public health crises (such as the COVID-19 pandemic).					
10	In the country, sufficient financial resources are provided to deliver services to patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
11	The budgets allocated for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) enable the provision of essential healthcare services.					
12	The level of financial resources during public health crises (such as the COVID-19 pandemic) is allocated in proportion to patient demand and health system infrastructure.					
13	Adequate financial resources are made available for training and supporting the health workforce involved in managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
14	In the allocation of financial resources within the health system, sufficient funding is designated for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
15	The allocation of financial resources among different diseases within the country's health system is carried out fairly to support the management of non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
16	The priorities for allocating financial resources for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) are regularly reviewed and updated.					
17	The budget allocated for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is distributed effectively.					
18	The allocation of financial resources within the country's health system for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is carried out based on health and treatment priorities.					
19	The management of financial resources within the country's health system during public health crises (such as the COVID-19 pandemic) is conducted in a way that enhances the efficiency and effectiveness of health services.					
20	An adequate number of health workers is provided for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					

row	Item	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
21	The health workforce responsible for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is distributed effectively.					
22	The distribution of the health workforce during public health crises (such as the COVID-19 pandemic) ensures that all patients with non-communicable diseases (NCDs) have access to services.					
23	The health workforce involved in caring for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is distributed equally and fairly throughout the health system.					
24	The country's health workforce has sufficient skills to provide the necessary care to patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
25	The country's health workforce is capable of implementing new and updated protocols for managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
26	The country's health workforce can effectively communicate with patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) and understand their needs.					
27	The country's health workforce is able to cope with the workload pressures arising from managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
28	The country's health workforce has sufficient organizational support to address the challenges of managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
29	The country's health workforce possesses adequate psychological resilience to cope with stressful conditions in managing patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
30	The country's health workforce demonstrates good flexibility when facing changes and work-related challenges during public health crises (such as the COVID-19 pandemic).					
31	The country's health workforce can maintain an appropriate work-life balance during public health crises (such as the COVID-19 pandemic).					
32	The country's health workforce has access to sufficient welfare resources to preserve their well-being during public health crises (such as the COVID-19 pandemic).					

row	Item	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
33	Medical products, drugs, and technologies needed by patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) are supplied in a timely manner.					
34	Access to essential medical products, drugs, and technologies for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is adequately ensured.					
35	The distribution and delivery of medical products and drugs required by patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) are carried out effectively.					
36	The quality of drugs and medical products used for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is appropriate.					
37	Necessary measures are taken to ensure the safety of drugs and medical products for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
38	Quality control of medical products and drugs during public health crises (such as the COVID-19 pandemic) is adequately performed to manage patients with non-communicable diseases (NCDs).					
39	Ensuring the safety of drugs and medical technologies used for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is prioritized.					
40	Regulatory processes for approving new drugs and technologies during public health crises (such as the COVID-19 pandemic) are conducted efficiently.					
41	The country's regulatory system is transparent and robust to ensure the safety and effectiveness of drugs and medical technologies used in managing non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
42	Regulatory mechanisms for ensuring compliance with safety standards in the production and use of drugs and medical technologies function effectively.					
43	Integration of public health crisis data (such as COVID-19) with non-communicable disease (NCD) management systems accelerates and coordinates the overall response to both public health crises and NCDs.					
44	The country's integrated health data system is capable of monitoring and responding to the needs of patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					

row	Item	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
45	The integrated data system supports timely decision-making for managing both public health crises (such as COVID-19) and non-communicable diseases (NCDs).					
46	Data related to non-communicable diseases (NCDs) are collected in a timely manner during public health crises (such as the COVID-19 pandemic).					
47	Data related to non-communicable diseases (NCDs) are easily accessible to staff and managers during public health crises (such as the COVID-19 pandemic).					
48	During public health crises (such as the COVID-19 pandemic), data related to non-communicable diseases (NCDs) can be easily shared across different sectors of the health system.					
49	The country's health information system provides high-quality and accurate data on non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
50	Telehealth services improve the quality of care for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
51	Digital health technologies enhance patients' access to necessary health services for non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
52	The use of digital health technologies improves communication between patients with non-communicable diseases (NCDs) and healthcare staff during public health crises (such as the COVID-19 pandemic)/					
53	The health system implements appropriate security protocols for storing and transferring health data of patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
54	The country's health system has appropriate policies and procedures for reporting and managing breaches of patient health data privacy and security.					
55	Electronic systems for managing health data of patients with non-communicable diseases (NCDs) have robust mechanisms to prevent unauthorized access and breaches.					
56	Required healthcare services for patients with non-communicable diseases (NCDs) are continuously available during public health crises (such as the COVID-19 pandemic).					
57	Emergency services needed by patients with non-communicable diseases (NCDs) are easily accessible during public health crises (such as the COVID-19 pandemic).					

row	Item	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
58	The delivery of healthcare services required by patients with non-communicable diseases (NCDs) is continuous and integrated during public health crises (such as the COVID-19 pandemic).					
59	Healthcare specialists required for patients with non-communicable diseases (NCDs) are available when needed during public health crises (such as the COVID-19 pandemic).					
60	During public health crises (such as the COVID-19 pandemic), all patients with non-communicable diseases (NCDs) receive healthcare services without discrimination.					
61	Health system staff provide healthcare services fairly to all patients during public health crises (such as the COVID-19 pandemic), regardless of their economic status.					
62	There is no racial or ethnic discrimination in access to healthcare services for patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic).					
63	During public health crises (such as the COVID-19 pandemic), all patients with non-communicable diseases (NCDs) receive healthcare services of comparable quality.					
64	There is no gender-based discrimination in providing services to patients with non-communicable diseases (NCDs) during the COVID-19 pandemic.					
65	The delivery of services to patients with non-communicable diseases (NCDs) during public health crises (such as the COVID-19 pandemic) is provided equitably, regardless of their place of residence (urban/rural).					