

**Additional File One: Schema of the study design\***

Hospital	Time				
	1	2	3	4	5
1					
2					
3					
4					

Time 1: Baseline measurement

Time 2: Follow the implementation of intervention at randomly selected hospitals 1

Time 3: Follow the implementation of intervention at randomly selected hospitals 2

Time 4: Follow the implementation of intervention at randomly selected hospitals 3

Time 5: Follow the implementation of intervention at randomly selected hospitals 4

\* Shaded area refer to post-intervention

**Additional File Two:**

**A graphical representation of the overall satisfaction outcome score of the women stratified by hospital and time of intervention. Data presented are for complete MMISS only. The rows represent the four hospitals and the columns the five randomisation points. For presentation purposes, the hospitals were coded such that Hospital 1 represented the hospital that had the intervention delivered first which**

was “time 2” and so forth; “time 1” was the baseline. The title of each graph indicates the hospital and time point presented, for example, a title of 2,3 indicates that this represents the score distribution in Hospital 2 at time 3 (the first intervention period for this hospital).

# Score: complete MMISS



Stratified by hospital and time

## Appendix:

Figure 2 gives the distribution of the average score by treatment arm.

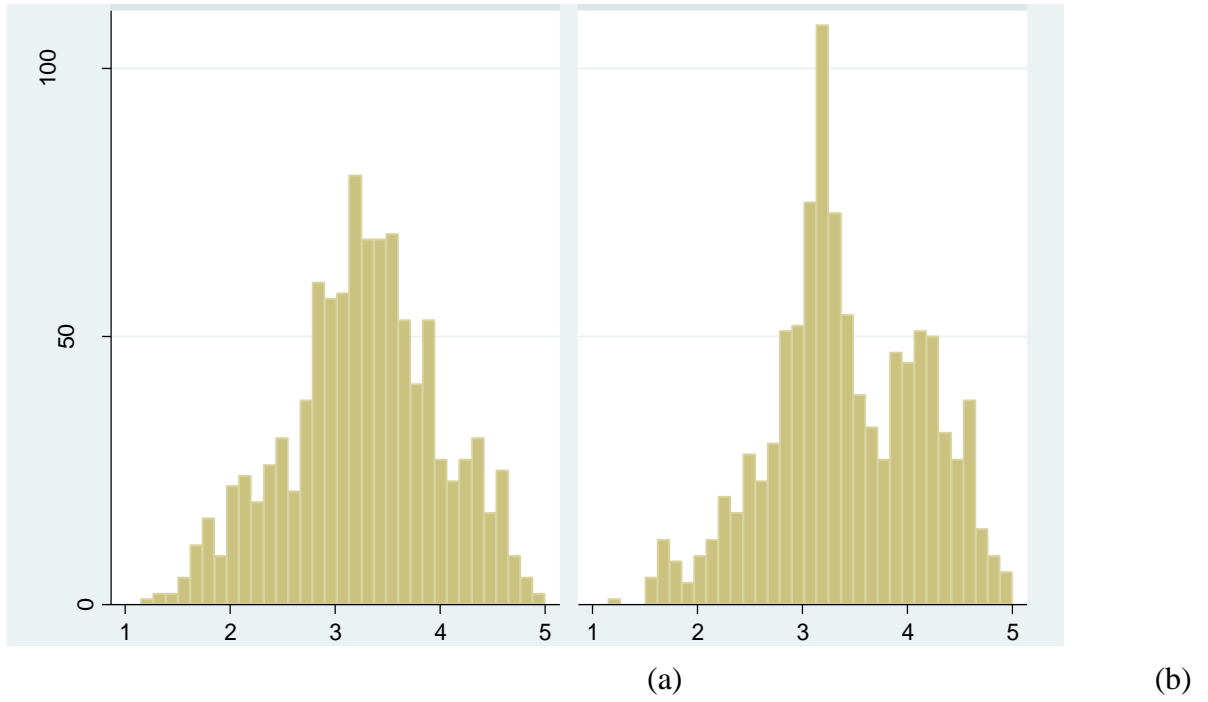


Figure 1: Distribution of the average score by treatment arm (a) Control and (b) Intervention.

## **Description of supporting files**

Additional File one: **Diagram of the study design**

Additional File two: **A graphical representation of the overall satisfaction outcome score of the women stratified by hospital and time of intervention. Data presented are for complete MMISS only**

Additional File three: **Results by intervention period.**

Additional File four: **Trial Protocol.**