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Contact: create.library@canterbury.ac.uk
Units assessed for eligibility (N = 6)

Units excluded (N = 0)
Not meeting inclusion criteria (N = 0)
Declined to participate (N = 0)
Other reasons (N = 0)

Nurses recruited (k = 92)
Patients approached (n = 182)

Excluded patients (n = 70)
Not meeting inclusion criteria (n = 29)
Declined to participate (n = 41)

Units randomised (N = 6)

Allocated to control (N = 3, k = 45, n = 57):
No DIALOG training offered

Allocated to intervention (DIALOG)
(N = 3, k = 47, n = 55):
Completed DIALOG (N = 3, k = 23, n = 39)
Did not receive/engage with DIALOG at all
(N = 0, k = 18, n = 9)
Withdrew from treatment
(N = 0, k = 6, n = 7)

Lost to follow up:
By TP1 (N = 0, n = 4, k = 3)
By TP2 (N = 0, n = 7, k = 13)
By TP3 (N = 0, n = 4, k = 11)

Lost to follow up:
By TP1 (N = 0, n = 3, k = 4)
By TP2 (N = 0, n = 2, k = 10)
By TP3 (N = 0, n = 3, k = 9)

Analysed for primary outcome:
At TP2 (N = 3, n = 42)
At TP3 (N = 3, n = 42)

Analysed for primary outcome:
At TP2 (N = 3, n = 48)
At TP3 (N = 3, n = 47)

Excluded from analysis (missing ≥3 items):
At TP2 (N = 0, n = 15) – These 15 patients were missing all 12 satisfaction items.
At TP3 (N = 0, n = 15) – These 15 patients were missing all 12 satisfaction items.

Excluded from analysis (missing ≥3 items):
At TP2 (N = 0, n = 7) – These 7 patients were missing all 12 satisfaction items.
At TP3 (N = 0, n = 8) – These 8 patients were missing all 12 satisfaction items.