**ONLINE ONLY SUPPLEMENTAL APPENDIX**

**TABLE OF CONTENT**

1. Table e1: Questions used in the development of the different domains of patient reported healthcare experience.
2. Table e2: Adjusted odds ratios for negative responses to all components of patient reported healthcare experience based on the level of income.
3. Table e3: Adjusted odds ratios for negative patient reported healthcare experiences based on the level of income, among U.S. adults (including individuals without a regular healthcare provider).
4. Table e4: Adjusted odds ratios for negative patient reported healthcare experiences based on the level of income, among U.S. adults (includes adjustment for self-report on general health status).
5. Figure e1: Income level differences in patient reported experience based on race
6. Figure e2: Income level differences in patient reported experience based on insurance status.
7. Figure e3: Income level differences in patient reported experience based on age bracket.
8. Figure e4: Income level differences in patient reported experience based on comorbid conditions.

**AUTHOR LIST**

1. Victor Okunrintemi, MD, MPH
2. Rohan Khera MD
3. Erica S. Spatz, MD, MHS
4. Joseph A. Salami, MD, MPH
5. Javier Valero-Elizondo MD, MPH
6. Haider Warraich, MD
7. Salim S Virani, MD, PhD
8. Ron Blankstein, MD
9. Michael J Blaha, MD, MPH
10. Kumar Dharmarajan, MD, MBA
11. Timothy Pawlik, MD, PHD
12. Harlan M. Krumholz, MD, SM
13. Khurram Nasir, MD, MPH

**Table e1:** Questions used in the development of the different domains of patient reported healthcare experience

|  |
| --- |
| **ACCESS TO HEALTHCARE PROVIDER** |
| 1. How difficult is it to get to your usual source of healthcare? *1-always/usually difficult, 2-sometimes difficult, 3-never difficult* |
| 2. How difficult is it to contact your usual source of healthcare by phone? *1-always/usually difficult, 2-sometimes difficult, 3-never difficult* |
| 3. How difficult is it to contact your usual source of healthcare afterhours? *1-always/usually difficult, 2-sometimes difficult, 3-never difficult* |
| **RESPONSIVENESS OF HEALTHCARE PROVIDERS** |
| 1. How often you got needed care right away? *1-never/sometimes, 2-usually, 3-always* |
| 2. How often you got a healthcare appointment as soon as it was needed? *1-never/sometimes, 2-usually, 3-always* |
| 3. How often it was easy to get care, tests or treatment you or a doctor believed necessary? *1-never/sometimes, 2-usually, 3-always* |
| **PATIENT-PROVIDER COMMUNICATION** |
| 1. How often healthcare providers explained things in a way that was easy to understand? *1-never/sometimes, 2-usually, 3-always* |
| 2. How often providers showed respect for what you had to say? *1-never/sometimes, 2-usually, 3-always* |
| 3. How often providers spent enough time with you? *1-never/sometimes, 2-usually, 3-always* |
| 4. How often providers listened carefully to you? *1-never/sometimes, 2-usually, 3-always* |
| **SHARED DECISION MAKING** |
| 1. Does your provider ask/ show respect for medical, traditional and alternative treatments that the person is happy with? *1-never/sometimes, 2-usually, 3-always* |
| 2. Does your provider ask you to help make decisions between choices of treatments? *1-never/sometimes, 2-usually, 3-always* |
| 3. Does your provider present and explain all options to you? *1-no, 2-yes* |
| 4. Does your provider ask about prescription medications /treatments other doctors may give you? *1-no, 2-yes* |
| **SATISFACTION/OVERALL RATING OF HEALTHCARE FROM PROVIDERS** |
| Rating of healthcare from doctors and other healthcare providers. *0 (worst healthcare possible) to 10 (best healthcare possible)* |

**Table e2:** Adjusted odds ratios for negative responses to all components of patient reported healthcare experience based on the level of income.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **HIGH INCOME** | **MIDDLE INCOME** | **LOW INCOME** | **POOR** |
| **N** | 22,059 | 20,542 | 10,418 | 15,428 |
| **Weighted sample** | 75,177,189 | 52,661,245 | 22,250,035 | 26,720,771 |
| **POOR ACCESS TO PROVIDER** | | | | |
| How difficult is it to get to your usual source of healthcare – always/usually difficult | Ref | 1.21  (1.12-1.32) | 1.40  (1.24-1.58) | 1.70  (1.53-1.89) |
| How difficult is it to contact your usual source of healthcare by phone – always/usually difficult | Ref | 1.11  (1.03-1.20) | 1.24  (1.13-1.36) | 1.22  (1.12-1.34) |
| How difficult is it to contact your usual source of healthcare afterhours – always/usually difficult | Ref | 1.22  (1.11-1.35) | 1.34  (1.19-1.50) | 1.39  (1.25-1.55) |
| **POOR PROVIDER RESPONSIVENESS** | | | | |
| How often you got needed care right away – never/sometimes | Ref | 1.31  (1.17-1.47) | 1.72  (1.51-1.96) | 1.62  (1.43-1.85) |
| How often you got a healthcare appointment as soon as it was needed –never/sometimes | Ref | 1.13  (1.04-1.22) | 1.22  (1.12-1.33) | 1.24  (1.14-1.36) |
| How often it was easy to get care, tests or treatment you or a doctor believed necessary – never/sometimes | Ref | 1.33  (1.23-1.43) | 1.59  (1.44-1.78) | 1.66  (1.49-1.85) |
| **POOR PATIENT-PROVIDER COMMUNICATION** | | | | |
| How often healthcare providers explained things in a way that was easy to understand –never/sometimes | Ref | 1.14  (1.06-1.22) | 1.17  (1.08-1.28) | 1.20  (1.11-1.30) |
| How often providers showed respect for what you had to say – never/sometimes | Ref | 1.16  (1.07-1.26) | 1.18  (1.09-1.29) | 1.27  (1.16-1.39) |
| How often providers spent enough time with you – never/sometimes | Ref | 1.07  (1.00-1.15) | 1.11  (1.02-1.21) | 1.16  (1.06-1.26) |
| How often providers listened carefully to you – never/sometimes | Ref | 1.08  (1.01-1.16) | 1.12  (1.02-1.22) | 1.19  (1.09-1.29) |
| **POOR SHARED DECISION MAKING** | | | | |
| Does your provider ask/ show respect for medical, traditional and alternative treatments that the person is happy with –never/sometimes | Ref | 1.12  (1.03-1.21) | 1.13  (1.02-1.25) | 1.21  (1.11-1.32) |
| Does your provider ask you to help make decisions between choices of treatments –never/sometimes | Ref | 1.13  (1.05-1.22) | 1.20  (1.09-1.32) | 1.28  (1.17-1.40) |
| Does your provider present and explain all options to you – never/sometimes | Ref | 1.07  (0.93-1.24) | 1.21  (0.99-1.48) | 1.26  (1.05-1.52) |
| Does your provider ask about prescription medications /treatments other doctors may give you – never/sometimes | Ref | 1.19  (1.08-1.31) | 1.37  (1.21-1.54) | 1.36  (1.21-1.53) |
| **POOR PATIENT SATISFACTION** | | | | |
| Rating of healthcare from doctors and other healthcare providers – poor rating | Ref | 1.13  (1.05-1.22) | 1.31  (1.20-1.43) | 1.38  (1.25-1.52) |
| Odds ratios adjusted for age, sex, race, health insurance, educational status, Charlson comorbidity index | | | | |

**Table e3:** Adjustedodds ratios for negative patient reported healthcare experiences based on the level of income, among U.S. adults (including individuals without a regular healthcare provider).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **High Income** | **Middle Income** | **Low Income** | **Poor** |
| **Poor access to provider** | Ref | 1.15  (1.04-1.27) | 1.36  (1.21-1.52) | 1.48  (1.31-1.67) |
| **Poor provider responsiveness** | Ref | 1.21  (1.06-1.38) | 1.64  (1.41-1.90) | 1.51  (1.29-1.76) |
| **Poor Patient-provider Communication** | Ref | 1.08  (1.01-1.15) | 1.09  (1.01-1.19) | 1.21  (1.11-1.31) |
| **Poor shared decision making** | Ref | 1.10  (1.01-1.19) | 1.23  (1.12-1.36) | 1.26  (1.14-1.38) |
| **Poor patient satisfaction** | Ref | 1.26  (1.16-1.37) | 1.49  (1.36-1.65) | 1.61  (1.46-1.77) |
| Odds ratio adjusted for age, sex, race, region, health insurance, educational status, charlson comorbidity index | | | | |

**Table e4:** Adjustedodds ratios for negative patient reported healthcare experiences based on the level of income, among U.S. adults (includes adjustment for self report on general health status).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **High Income** | **Middle Income** | **Low Income** | **Poor** |
| **Poor access to provider** | Ref | 1.08  (0.90-1.28) | 1.43  (1.11-1.83) | 1.43  (1.15-1.78) |
| **Poor provider responsiveness** | Ref | 1.12  (0.86-1.46) | 1.28  (0.91-1.81) | 1.15  (0.80-1.64) |
| **Poor Patient-provider Communication** | Ref | 1.05  (0.91-1.22) | 1.19  (0.98-1.46) | 1.17  (0.97-1.41) |
| **Poor shared decision making** | Ref | 1.04  (0.85-1.28) | 1.06  (0.82-1.37) | 1.20  (0.94-1.52) |
| **Poor patient satisfaction** | Ref | 1.14  (1.01-1.28) | 1.32  (1.15-1.51) | 1.28  (1.10-1.48) |
| Odds ratio adjusted for age, sex, race, region, health insurance, educational status, self report on general health status | | | | |

**FIGURES**

**Figure e1.** Income level differences in patient reported experience based on race

**Figure e2.** Income level differences in patient reported experience based on insurance status.

**Figure e3.** Income level differences in patient reported experience based on age bracket.

**Figure e4.** Income level differences in patient reported experience based on comorbid conditions.