**Clinic Satisfaction Survey**

|  |  |
| --- | --- |
| **Participant\_id** |  |
| 1 | Very satisfied |
| 2 | Somewhat satisfied |
| 3 | Somewhat dissastified |
| 4 | Very dissatisfied |
| 5 | Don’t know |
| 6 | Doesn’t apply to me |

|  |  |
| --- | --- |
| **Part\_care** |  |
| 1 | Patient |
| 2 | Caregiver |

|  |  |  |
| --- | --- | --- |
| **Part\_care** | **Frequency** | **Percent** |
| Patient | 376 | 58.75 |
| Caregiver | 264 | 41.25 |
| Total | 640 | 100 |

|  |  |  |
| --- | --- | --- |
| **Variable** |  |  |
|  | **Frequency** | **Percent** |
| **onc** |  |  |
| **1** | 589 | 92.46 |
| **2** | 9 | 1.41 |
| **3** | 1 | 0.16 |
| **4** |  |  |
| **5** | 1 | 0.16 |
| **6** | 37 | 5.81 |
| **Total** | 637 |  |
| **Number missing** | 3 |  |
|  |  |  |
| **pulm** |  |  |
| **1** | 100 | 15.90 |
| **2** | 1 | 0.16 |
| **3** | 0 | 0 |
| **4** | 0 | 0 |
| **5** | 2 | 0.32 |
| **6** | 526 | 83.62 |
| **Total** | 637 |  |
| **Number missing** | 3 |  |
|  |  |  |
| **surg** |  |  |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |
| **4** |  |  |
| **5** |  |  |
| **6** |  |  |
| **Total** |  |  |
| **Number missing** |  |  |
|  |  |  |
| **nn** |  |  |
| **1** | 608 | 95.30 |
| **2** | 11 | 1.72 |
| **3** | 2 | 0.31 |
| **4** | 0 | 0 |
| **5** | 2 | 0.31 |
| **6** | 15 | 2.35 |
| **Total** | 638 |  |
| **Number missing** | 2 |  |
|  |  |  |
| **other\_nurses** |  |  |
| **1** | 426 | 67.09 |
| **2** | 4 | 0.63 |
| **3** | 0 | 0 |
| **4** | 0 | 0 |
| **5** | 1 | 0.16 |
| **6** | 204 | 32.13 |
| **Total** | 635 |  |
| **Number missing** | 5 |  |
|  |  |  |
| **support** |  |  |
| **1** | 599 | 93.89 |
| **2** | 6 | 0.94 |
| **3** | 0 | 0 |
| **4** | 0 | 0 |
| **5** | 0 | 0 |
| **6** | 33 | 5.17 |
| **Total** | 638 |  |
| **Number missing** | 2 |  |
|  |  |  |
| **whole\_staff** |  |  |
| **1** | 622 | 97.49 |
| **2** | 9 | 1.41 |
| **3** | 1 | 0.16 |
| **4** | 0 | 0 |
| **5** | 0 | 0 |
| **6** | 6 | 0.94 |
| **Total** | 638 |  |
| **Number missing** | 2 |  |
|  |  |  |
| **team** |  |  |
| **1** | 621 | 97.03 |
| **2** | 4 | 0.63 |
| **3** | 1 | 0.16 |
| **4** | 0 | 0 |
| **5** | 12 | 0.1.88 |
| **6** | 2 | 0.31 |
| **Total** | 640 |  |
| **Number Missing** | 0 |  |
|  |  |  |
| **comm** |  |  |
| **1** | 620 | 97.03 |
| **2** | 9 | 1.41 |
| **3** | 3 | 0.47 |
| **4** | 0 | 0 |
| **5** | 7 | 1.10 |
| **6** | 0 | 0 |
| **Total** | 639 |  |
| **Number Missing** | 1 |  |
|  |  |  |
| **encourage** |  |  |
| **1** | 616 | 96.25 |
| **2** | 4 | 0.63 |
| **3** | 2 | 0.31 |
| **4** | 0 | 0 |
| **5** | 8 | 1.25 |
| **6** | 10 | 1.56 |
| **Total** | 640 |  |
| **Number Missing** | 0 |  |
|  |  |  |
| **answer** |  |  |
| **1** | **616** | **96.25** |
| **2** | **6** | **0.94** |
| **3** | **1** | **0.16** |
| **4** | **0** | **0** |
| **5** | **4** | **0.63** |
| **6** | **13** | **2.03** |
| **Total** | **640** |  |
| **Number Missing** | **0** |  |
|  |  |  |
| **listen** |  |  |
| **1** | **633** | **98.91** |
| **2** | **5** | **0.78** |
| **3** | **1** | **0.16** |
| **4** | **0** | **0** |
| **5** | **1** | **0.16** |
| **6** | **0** | **0** |
| **Total** |  |  |
| **Number Missing** |  |  |
|  |  |  |
| **gave\_info** |  |  |
| **1** | **632** | **98.75** |
| **2** | **6** | **0.94** |
| **3** | **2** | **0.31** |
| **4** | **0** | **0** |
| **5** | **0** | **0** |
| **6** | **0** | **0** |
| **Total** | **640** |  |
| **Number Missing** | **0** |  |
|  |  |  |
| **gave\_enough\_info** |  |  |
| **1** | **620** | **97.03** |
| **2** | **15** | **2.35** |
| **3** | **1** | **0.16** |
| **4** | **1** | **0.16** |
| **5** | **2** | **0.31** |
| **6** | **0** | **0** |
| **Total** | **639** |  |
| **Number Missing** | **1** |  |
|  |  |  |
| **courtesy** |  |  |
| **1** | **635** | **99.22** |
| **2** | **4** | **0.63** |
| **3** | **1** | **0.16** |
| **4** | **0** | **0** |
| **5** | **0** | **0** |
| **6** | **0** | **0** |
|  |  |  |
| **helpful** |  |  |
| **1** | **626** | **97.97** |
| **2** | **6** | **0.94** |
| **3** | **4** | **0.63** |
| **4** | **0** | **0** |
| **5** | **2** | **0.31** |
| **6** | **1** | **0.16** |
| **Total** | **639** |  |
| **Number Missing** | **1** |  |
|  |  |  |
| **referring\_doc** |  |  |
| **1** | **605** | **94.83** |
| **2** | **6** | **0.94** |
| **3** | **0** | **0** |
| **4** | **0** | **0** |
| **5** | **10** | **1.57** |
| **6** | **17** | **2.66** |
| **Total** | **638** |  |
| **Number Missing** | **2** |  |
|  |  |  |
| **clear\_understand** |  |  |
| **1** | **623** | **97.34** |
| **2** | **13** | **2.03** |
| **3** | **1** | **0.16** |
| **4** | **0** | **0** |
| **5** | **3** | **0.47** |
| **6** | **0** | **0** |
| **Total** | **640** |  |
| **Number Missing** | **0** |  |
|  |  |  |
| **best\_options** |  |  |
| **1** | **616** | **96.25** |
| **2** | **16** | **2.50** |
| **3** | **3** | **0.47** |
| **4** | **0** | **0** |
| **5** | **5** | **0.78** |
| **6** | **0** | **0** |
|  |  |  |
| **clinic\_satisfaction\_survey\_compl** |  |  |
| **2** | **640** | **100** |

**Clinic Satisfaction Stratified by Patient and Caregiver Satisfaction**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Onc** | | | | | | | | |
| **The Oncologist(cancer doctor)** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=361  Mean(sd)  1.3767(1.29) | | Percent | | Caregiver  N=276  Mean(sd)  1.232(1.025) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.1437 |
| Very satisfied | | 329 | 91.14 | | | 260 | 94.20 |
| Somewhat satisfied | | 5 | 1.39 | | | 4 | 1.45 |
| Somewhat dissastified | | 1 | 0.28 | | | 0 | 0 |
| Very dissatisfied | | 0 |  | | | 0 | 0 |
| Don’t know | | 1 | 0.28 | | | 0 | 0 |
| Doesn’t apply to me | | 25 | | 6.93 | | 12 | 4.35 |
| Number Missing | | 3 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Pulm** | | | | | | | | |
| **The Pulmonologist(Lung doctor)** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=354  Mean(sd)  5.161(1.87) | | Percent | | Caregiver  N=275  Mean(sd)  5.24(1.79) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.5165 |
| Very satisfied | | 59 | 16.67 | | | 41 | 14.91 |
| Somewhat satisfied | | 0 | 0 | | | 1 | 0.36 |
| Somewhat dissastified | | 0 | 0 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 2 | 0.56 | | | 0 | 0 |
| Doesn’t apply to me | | 293 | | 82.77 | | 233 | 84.73 |
| Number Missing | | 10 | |  | | 1 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Surg** | | | | | | | | |
| **The Surgeon** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=361  Mean(sd)  3.5873(2.47) | | Percent | | Caregiver  N=276  Mean(sd)  3.58(2.483) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.9732 |
| Very satisfied | | 165 | 45.71 | | | 41 | 14.91 |
| Somewhat satisfied | | 10 | 2.77 | | | 1 | 0.36 |
| Somewhat dissastified | | 1 | 0.28 | | | 0 | 0 |
| Very dissatisfied | | 1 | 0.28 | | | 0 | 0 |
| Don’t know | | 1 | 0.28 | | | 0 | 0 |
| Doesn’t apply to me | | 183 | | 50.69 | | 233 | 84.73 |
| Number Missing | | 3 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **nn** | | | | | | | | |
| **The nurse navigator** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=362  Mean(sd)  1.13(0.73) | | Percent | | Caregiver  N=276  Mean(sd)  1.185(0.885) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.4402 |
| Very satisfied | | 347 | 95.86 | | | 261 | 94.57 |
| Somewhat satisfied | | 6 | 1.66 | | | 5 | 1.81 |
| Somewhat dissastified | | 1 | 0.28 | | | 1 | 0.36 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 1 | 0.28 | | | 1 | 0.36 |
| Doesn’t apply to me | | 7 | | 1.93 | | 8 | 2.90 |
| Number Missing | | 2 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **other\_nurses** | | | | | | | | |
| **Other nurse(s)** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=360  Mean(sd)  2.69(2.37) | | Percent | | Caregiver  N=275  Mean(sd)  2.52(2.295) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.4121 |
| Very satisfied | | 237 | 65.83 | | | 189 | 68.73 |
| Somewhat satisfied | | 1 | 0.28 | | | 3 | 1..09 |
| Somewhat dissastified | | 0 | 0 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 1 | 0.28 | | | 0 | 0 |
| Doesn’t apply to me | | 121 | | 33.61 | | 83 | 30.18 |
| Number Missing | | 4 | |  | | 1 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **support** | | | | | | | | |
| **Support staff (such as front desk and receptionist)** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=362  Mean(sd)  1.273(1.12) | | Percent | | Caregiver  N=276  Mean(sd)  1.261(1.1) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.7791 |
| Very satisfied | | 339 | 93.65 | | | 260 | 94.20 |
| Somewhat satisfied | | 4 | 1.10 | | | 2 | 0.72 |
| Somewhat dissastified | | 0 | 0 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 0 | 0 | | | 0 | 0 |
| Doesn’t apply to me | | 19 | | 5.25 | | 14 | 5.07 |
| Number Missing | | 2 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **whole\_staff** | | | | | | | | |
| **The staff as a whole** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=362  Mean(sd)  1.077(0.547) | | Percent | | Caregiver  N=276  Mean(sd)  1.047(0.436) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.3265 |
| Very satisfied | | 351 | 96.96 | | | 271 | 98.19 |
| Somewhat satisfied | | 6 | 1.66 | | | 3 | 1.09 |
| Somewhat dissastified | | 1 | 0.28 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 0 | 0 | | | 0 | 0 |
| Doesn’t apply to me | | 4 | | 1.10 | | 2 | 0.72 |
| Number Missing | | 2 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **team** | | | | | | | | |
| **Worked well together as a team ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.115(0.67) | | Percent | | Caregiver  N=276  Mean(sd)  1.08(0.54) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.5679 |
| Very satisfied | | 352 | 96.70 | | | 269 | 97.46 |
| Somewhat satisfied | | 2 | 0.55 | | | 2 | 0.72 |
| Somewhat dissastified | | 1 | 0.27 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 7 | 1.92 | | | 5 | 1.81 |
| Doesn’t apply to me | | 2 | | 0.55 | | 0 | 0 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Comm** | | | | | | | | |
| **Communicated well about the care received ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.074(0.467) | | Percent | | Caregiver  N=275  Mean(sd)  1.058(0.432) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.5787 |
| Very satisfied | | 352 | 96.70 | | | 268 | 97.45 |
| Somewhat satisfied | | 5 | 1.37 | | | 4 | 1.45 |
| Somewhat dissastified | | 3 | 0.82 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 4 | 1.10 | | | 3 | 1.09 |
| Doesn’t apply to me | | 0 | | 0 | | 0 | 0 |
| Number Missing | | 0 | |  | | 1 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **encourage** | | | | | | | | |
| **Encouraged you to ask questions ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.18(0.86) | | Percent | | Caregiver  N=276  Mean(sd)  1.087(0.62) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.0694 |
| Very satisfied | | 346 | 95.05 | | | 270 | 97.83 |
| Somewhat satisfied | | 3 | 0.82 | | | 1 | 0.36 |
| Somewhat dissastified | | 2 | 0.55 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 6 | 1.65 | | | 2 | 0.72 |
| Doesn’t apply to me | | 7 | | 1.92 | | 3 | 1.09 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **answer** | | | | | | | | |
| **Answered all your questions ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.173(0.863) | | Percent | | Caregiver  N=276  Mean(sd)  1.094(0.648) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.1603 |
| Very satisfied | | 347 | 95.33 | | | 269 | 97.46 |
| Somewhat satisfied | | 4 | 1.10 | | | 2 | 0.72 |
| Somewhat dissastified | | 1 | 0.27 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 3 | 0.82 | | | 1 | 0.36 |
| Doesn’t apply to me | | 9 | | 2.47 | | 4 | 1.45 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **listen** | | | | | | | | |
| **Listened carefully to you ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.025(0.25) | | Percent | | Caregiver  N=276  Mean(sd)  1.007(0.085) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.4326 |
| Very satisfied | | 359 | 98.63 | | | 274 | 99.28 |
| Somewhat satisfied | | 3 | 0.82 | | | 2 | 0.72 |
| Somewhat dissastified | | 1 | 0.27 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 1 | 0.27 | | | 0 | 0 |
| Doesn’t apply to me | | 0 | | 0 | | 0 | 0 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **gave\_info** | | | | | | | | |
| **Gave you information in a way you could understand ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd) | | Percent | | Caregiver  N=276  Mean(sd)  1.007(0.085) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY  1.022(0.18) | |  | | FREQUENCY | |  | 0.2964 |
| Very satisfied | | 358 | 98.35 | | | 274 | 99.28 |
| Somewhat satisfied | | 4 | 1.10 | | | 2 | 0.72 |
| Somewhat dissastified | | 2 | 0.55 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 0 | 0 | | | 0 | 0 |
| Doesn’t apply to me | | 0 | | 0 | | 0 | 0 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **gave\_enough\_info** | | | | | | | | |
| **Gave you enough information (not too little, and not too much) ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=363  Mean(sd) | | Percent | | Caregiver  N=276  Mean(sd) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY  1.05(0.32) | |  | | FREQUENCY  1.036(0.28) | |  | 0.5678 |
| Very satisfied | | 351 | 96.69 | | | 269 | 97.46 |
| Somewhat satisfied | | 9 | 2.48 | | | 6 | 2.17 |
| Somewhat dissastified | | 1 | 0.28 | | | 0 | 0 |
| Very dissatisfied | | 1 | 0.28 | | | 0 | 0 |
| Don’t know | | 1 | 0.28 | | | 1 | 0.36 |
| Doesn’t apply to me | | 0 | | 0 | | 0 | 0 |
| Number Missing | | 1 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **courtesy** | | | | | | | | |
| **Treated you with courtesy and respect ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.014(0.138) | | Percent | | Caregiver  N=276  Mean(sd)  1.004(0.06) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.2949 |
| Very satisfied | | 360 | 98.90 | | | 275 | 99.64 |
| Somewhat satisfied | | 3 | 0.82 | | | 1 | 0.36 |
| Somewhat dissastified | | 1 | 0.27 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 0 | 0 | | | 0 | 0 |
| Doesn’t apply to me | | 0 | | 0 | | 0 | 0 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **helpful** | | | | | | | | |
| **Were as helpful as you thought they should be ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=363  Mean(sd)  1.05(0.36) | | Percent | | Caregiver  N=276  Mean(sd)  1.03(0.334) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.3623 |
| Very satisfied | | 354 | 97.52 | | | 272 | 98.55 |
| Somewhat satisfied | | 4 | 1.10 | | | 2 | 0.72 |
| Somewhat dissastified | | 3 | 0.83 | | | 1 | 0.36 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 2 | 0.55 | | | 0 | 0 |
| Doesn’t apply to me | | 0 | | 0 | | 1 | 0.36 |
| Number Missing | | 1 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **referring\_doc** | | | | | | | | |
| **Will give information about this visit quickly to the doctor who referred the patient ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=363  Mean(sd)  1.234(0.999) | | Percent | | Caregiver  N=276  Mean(sd)  1.167(0.86) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.4259 |
| Very satisfied | | 342 | 94.21 | | | 263 | 95.64 |
| Somewhat satisfied | | 3 | 0.83 | | | 3 | 1.09 |
| Somewhat dissastified | | 0 | 0 | | | 0 | 0 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 8 | 2.20 | | | 2 | 0.73 |
| Doesn’t apply to me | | 10 | | 2.75 | | 7 | 2.55 |
| Number Missing | | 1 | |  | | 1 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **clear\_understand** | | | | | | | | |
| **Leaving this appointment with a clear understanding of the next steps(getting more test, seeing another doctor, beginning treatment ,etc) ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.044(0.337) | | Percent | | Caregiver  N=276  Mean(sd)  1.04(0.286) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.7489 |
| Very satisfied | | 355 | 97.53 | | | 268 | 97.10 |
| Somewhat satisfied | | 6 | 1.65 | | | 7 | 2.54 |
| Somewhat dissastified | | 1 | 0.27 | | | 0 | 0 |
| Very dissatisfied | | 1 | 0.27 | | | 0 | 0 |
| Don’t know | | 2 | 0.27 | | | 1 | 0.36 |
| Doesn’t apply to me | | 0 | | 0 | | 0 | 0 |
| Number Missing | | 0 | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **best\_options** | | | | | | | | |
| **With recommended next steps presented today ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  1.069(0.418) | | Percent | | Caregiver  N=276  Mean(sd)  1.062(0.391) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 0.8801 |
| Very satisfied | | 350 | 96.15 | | | 266 | 96.38 |
| Somewhat satisfied | | 9 | 2.47 | | | 7 | 2.54 |
| Somewhat dissastified | | 2 | 0.55 | | | 1 | 0.36 |
| Very dissatisfied | | 0 | 0 | | | 0 | 0 |
| Don’t know | | 3 | 0.82 | | | 2 | 0.72 |
| Doesn’t apply to me | | 0 | |  | | 0 | 0 |
| Number Missing | |  | |  | | 0 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **clinic\_satisfaction\_survey\_compl** | | | | | | | | |
| **Complete ?** | | | | | | | | |
|  | | | | | | | | |
| LEVELS | Patient  N=364  Mean(sd)  2.0(0) | | Percent | | Caregiver  N=276  Mean(sd)  2.0(0) | | Percent | P-Value  Wilcoxon Test  Two-sided |
| FREQUENCY | |  | | FREQUENCY | |  | 1.00 |
| Incomplete | | 0 |  | | | 0 |  |
| Unverified | | 0 |  | | | 0 |  |
| Complete | | 364 | 100 | | | 276 | 100 |
| Number Missing | | 0 | |  | | 0 |  |  |