

Web Appendix G. Normalized estimated effect of latent themes and factors on the overall rating of patient experience across hospital contexts

Neonatal Unit, Level 1	<i>Effect</i>	Neonatal Unit, Level 2	<i>Effect</i>	Neonatal Unit, Level 3	<i>Effect</i>
<i>Respect & dignity</i>	1	<i>Respect & dignity</i>	1	<i>Respect & dignity</i>	1
<i>Involvement</i>	0.785	<i>Confidence & Trust</i>	0.743	<i>Communication</i>	0.872
<i>Confidence & Trust</i>	0.764	<i>Involvement</i>	0.738	<i>Confidence & Trust</i>	0.67
<i>Communication</i>	0.726	<i>Communication</i>	0.7	<i>Involvement</i>	0.653
<i>Information</i>	0.269	<i>Responsiveness</i>	0.443	<i>Information</i>	0.445
Topic20. Deficit of Hospital Resources	0.251	<i>Information</i>	0.38	<i>Responsiveness</i>	0.301
Topic35. Quality of Food	0.238	Topic43_63. Need for Increased Breastfeeding Support	0.346	<i>Clarity of Explanation</i>	0.270
Topic54. Insensitive Care Conditions	0.234	Topic36. Management of Visiting Times	0.332	Topic8. Doctors Pre-visit Preparation	0.252
<i>Clarity of Explanation</i>	0.214	Topic52_9_31. Information Support and Individualised Options	0.324	Topic45_55. Integrated GP Care Services	0.246
Topic56_38. Holistic Care Experience	0.212	Topic56_38. Holistic Care Experience	0.318	Topic54. Insensitive Care Conditions	0.231
Topic45_55. Integrated GP Care Services	0.191	Topic18. Labour Ward Access	0.304	Topic1_30_5_57_7. Capacity Related Concerns	0.230
Topic18. Labour Ward Access	0.177	Topic14_33_44. Ineffective Post Care	0.295	Topic22_24_65. Positive Care Experience	0.228
Topic36. Management of Visiting Times	0.177	Topic54. Insensitive Care Conditions	0.287	Topic42_59. Rushed Care	0.226
Topic10_27. Insufficient Amenities	0.173	Topic35. Quality of Food	0.275	Topic36. Management of Visiting Times	0.205
Topic8. Doctors Pre-visit Preparation	0.172	Topic39. Detection and Treatment of Infections	0.272	Topic18. Labour Ward Access	0.199
Topic28. Discharge Issues	0.146	Topic10_27. Insufficient Amenities	0.261	Topic56_38. Holistic Care Experience	0.199
<i>Responsiveness</i>	0.144	Topic45_55. Integrated GP Care Services	0.26	Topic28. Discharge Issues	0.181
Topic39. Detection and Treatment of Infections	0.139	Topic11. Labour Postnatal Support and Delayed Appointments	0.249	<i>Pain management</i>	0.181
Topic1_30_5_57_7. Capacity Related Concerns	0.139	Topic22_24_65. Positive Care Experience	0.235	Topic13_17_25_46. Insufficient Care Checks Pre-and Postnatal	0.18
Topic22_24_65. Positive Care Experience	0.135	Topic8. Doctors Pre-visit Preparation	0.235	Topic52_9_31. Information Support and Individualised Options	0.163
Topic13_17_25_46. Insufficient Care Checks Pre-and Postnatal	0.128	Topic28. Discharge Issues	0.233	Topic14_33_44. Ineffective Post Care	0.156
Topic42_59. Rushed Care	0.127	Topic13_17_25_46. Insufficient Care Checks Pre-and Postnatal	0.223	Topic10_27. Insufficient Amenities	0.155

Neonatal Unit, Level 1	<i>Effect</i>	Neonatal Unit, Level 2	<i>Effect</i>	Neonatal Unit, Level 3	<i>Effect</i>
Topic12. Night time Care Conditions	0.124	Topic15_16_19_58_6. Ineffective communication	0.222	Topic35. Quality of Food	0.151
Topic41_47. Partner Participation	0.121	Topic41_47. Partner Participation	0.218	Topic15_16_19_58_6. Ineffective communication	0.147
Topic14_33_44. Ineffective Post Care	0.120	Topic20. Deficit of Hospital Resources	0.205	Topic39. Detection and Treatment of Infections	0.146
<i>Pain management</i>	0.112	Topic4_40_51_61_64_9. Care Consistency	0.204	Topic3_32_23. Appointment Management System	0.132
Topic11. Labour Postnatal Support and Delayed Appointments	0.106	Topic3_32_23. Appointment Management System	0.189	Topic20. Deficit of Hospital Resources	0.129
Topic52_9_31. Information Support and Individualised Options	0.099	Topic26_37_53. Access to Pain Relief	0.187	Topic26_37_53. Access to Pain Relief	0.124
Topic43_63. Need for Increased Breastfeeding Support	0.080	Topic1_30_5_57_7. Capacity Related Concerns	0.18	Topic12. Night time Care Conditions	0.122
Topic21. Care Under Exceptional Circumstances	0.076	Topic2_49_48_62_50_60. Staff Attitude	0.151	Topic43_63. Need for Increased Breastfeeding Support	0.115
Topic3_32_23. Appointment Management System	0.076	Topic12. Night time Care Conditions	0.143	<i>Personal Circumstance</i>	0.114
Topic15_16_19_58_6. Ineffective communication	0.076	<i>Attention</i>	0.14	Topic11. Labour Postnatal Support and Delayed Appointments	0.113
Topic4_40_51_61_64_9. Care Consistency	0.074	Topic42_59. Rushed Care	0.125	Topic21. Care Under Exceptional Circumstances	0.112
<i>Personal Circumstance</i>	0.046	Clarity of Explanation	0.103	Topic41_47. Partner Participation	0.111
<i>Partner Involvement</i>	0.032	<i>Pain management</i>	0.092	<i>Partner Involvement</i>	0.098
Topic26_37_53. Access to Pain Relief	0.027	<i>Partner Involvement</i>	0.089	Topic2_49_48_62_50_60. Staff Attitude	0.041
Topic2_49_48_62_50_60. Staff Attitude	0	Topic21. Care Under Exceptional Circumstances	0	Topic4_40_51_61_64_9. Care Consistency	0