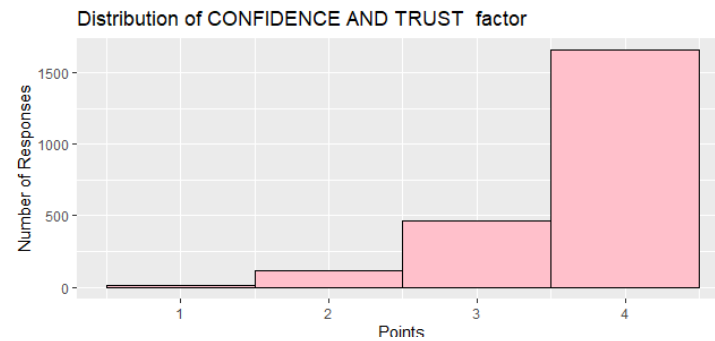
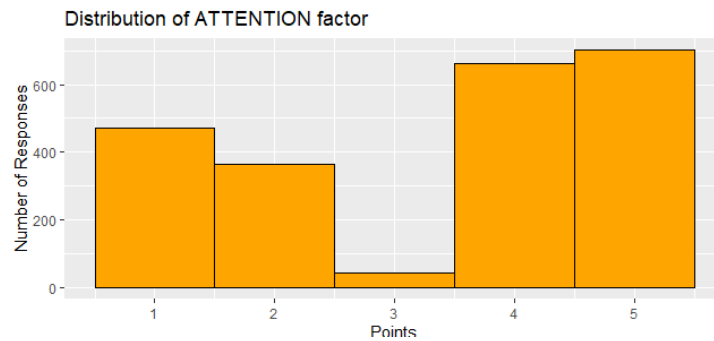
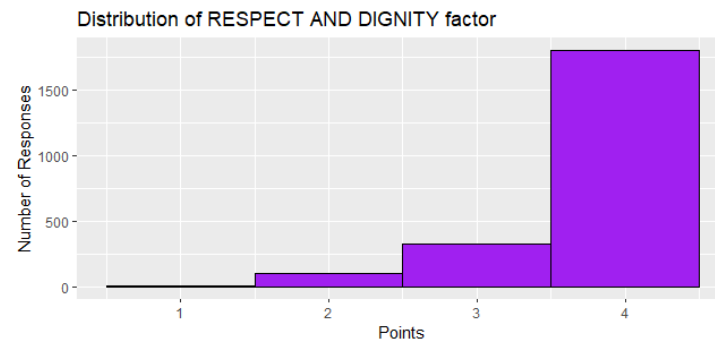
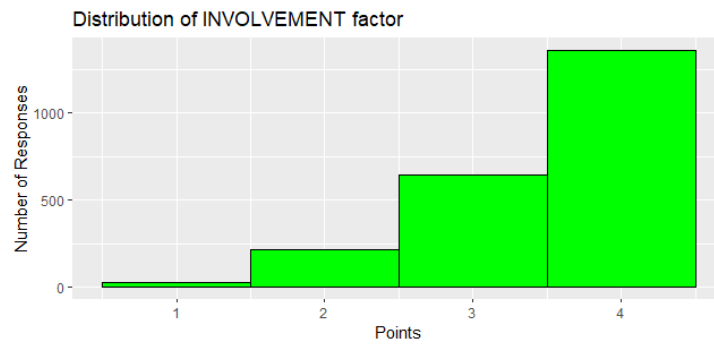
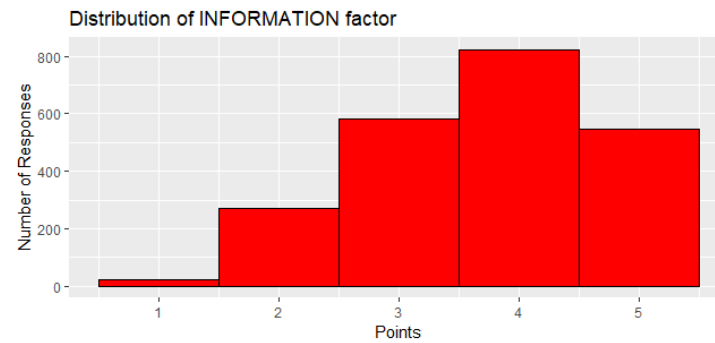
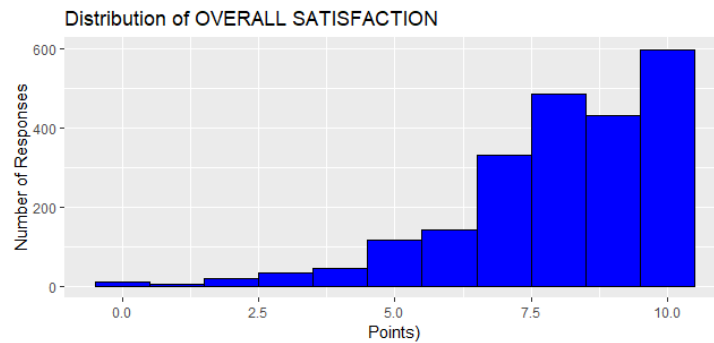
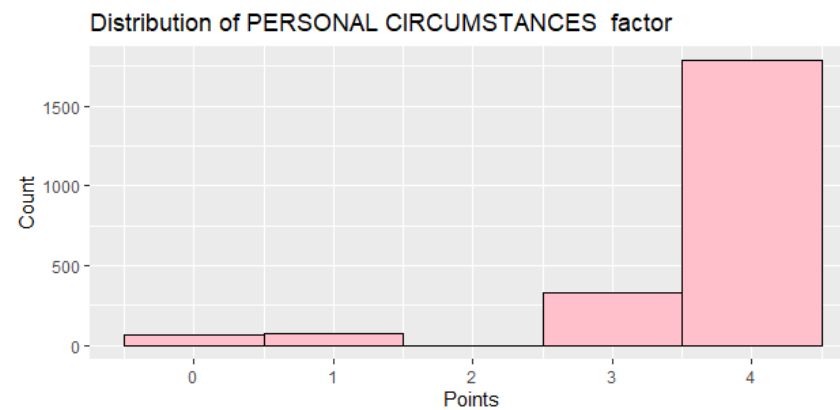
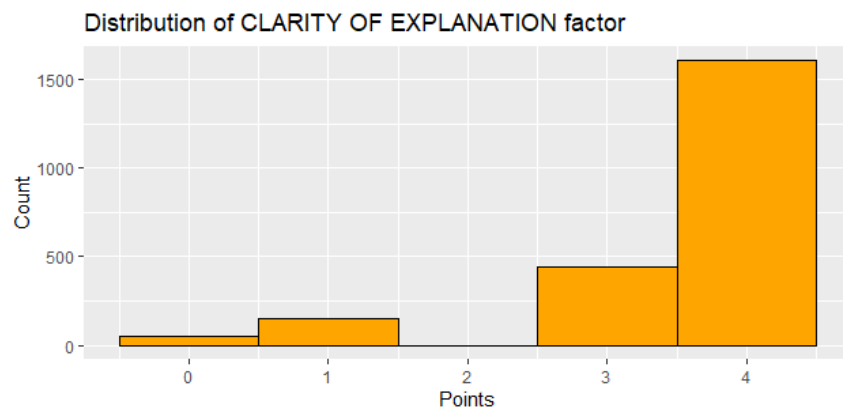
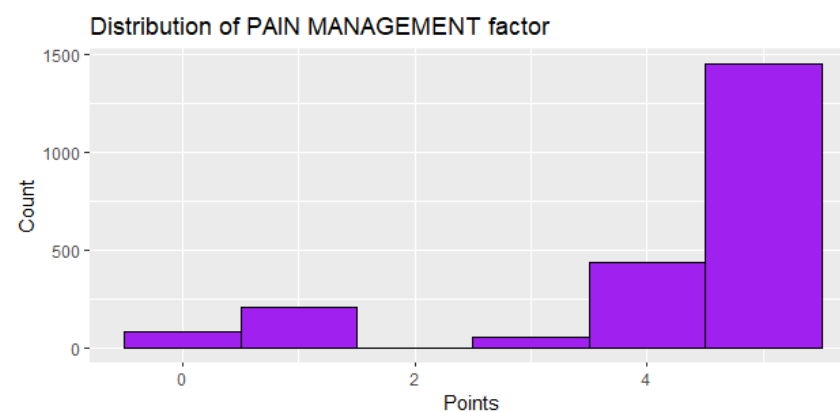
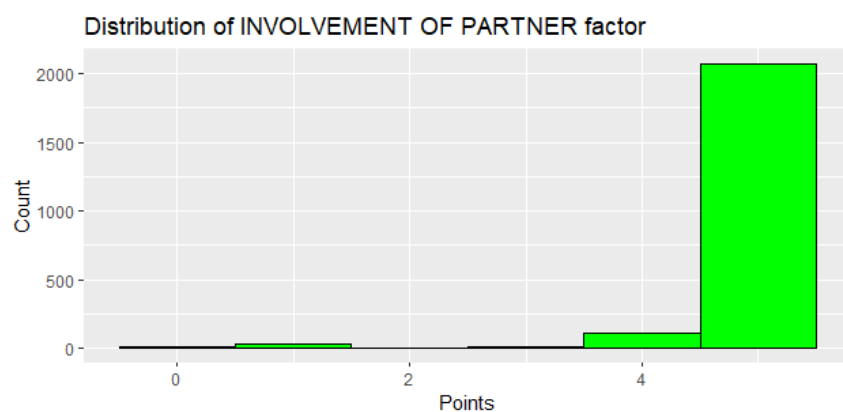
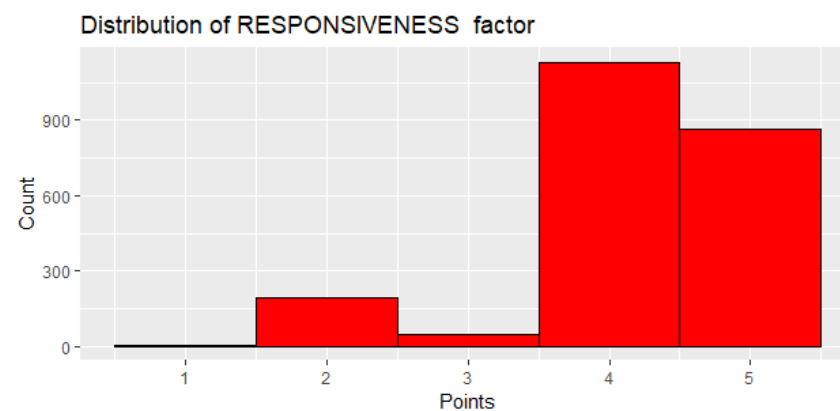
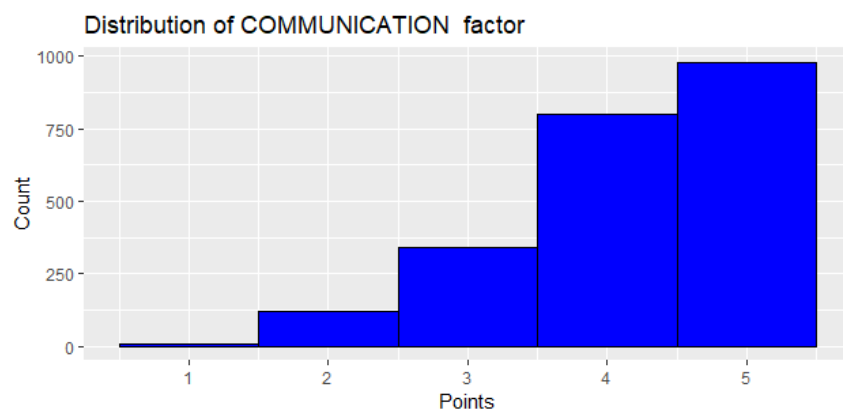


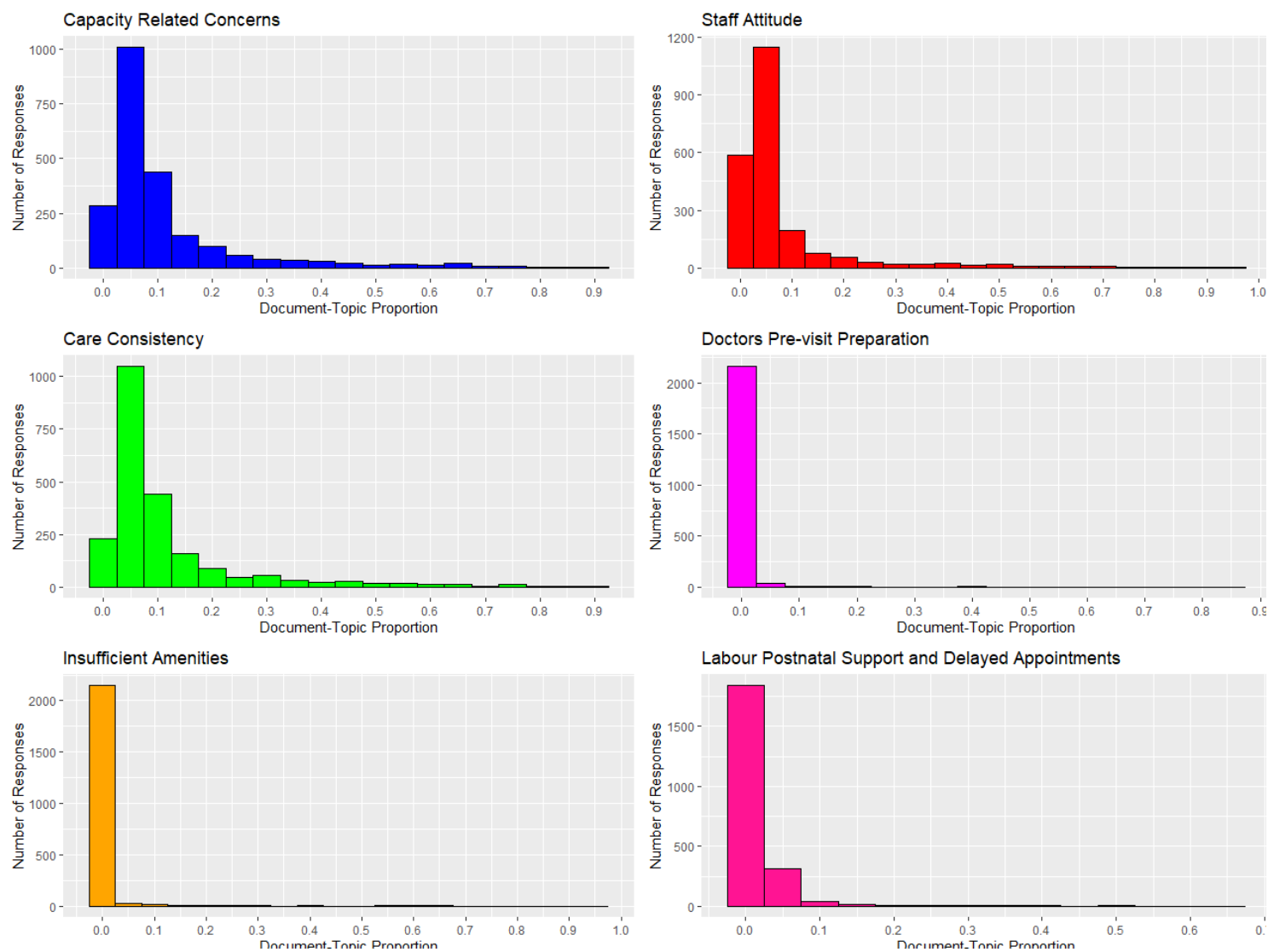
## Web Appendix G. The scale and distribution of dependent and independent variables of random forest (RF) prediction model

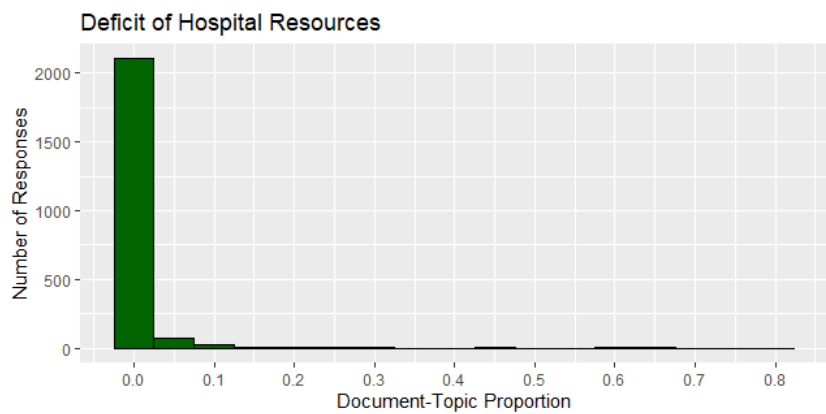
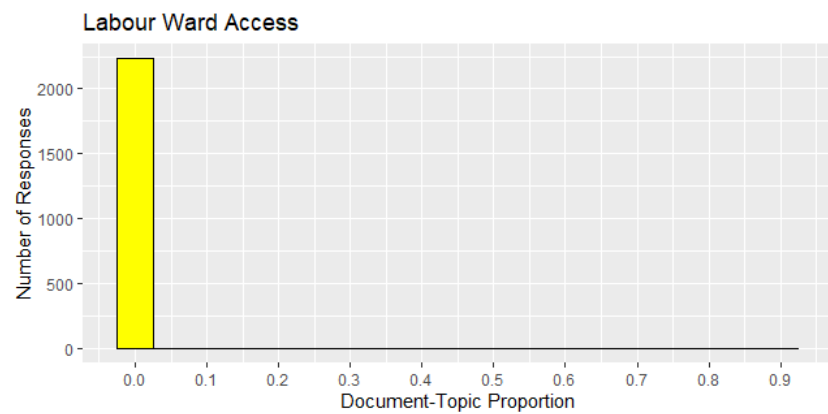
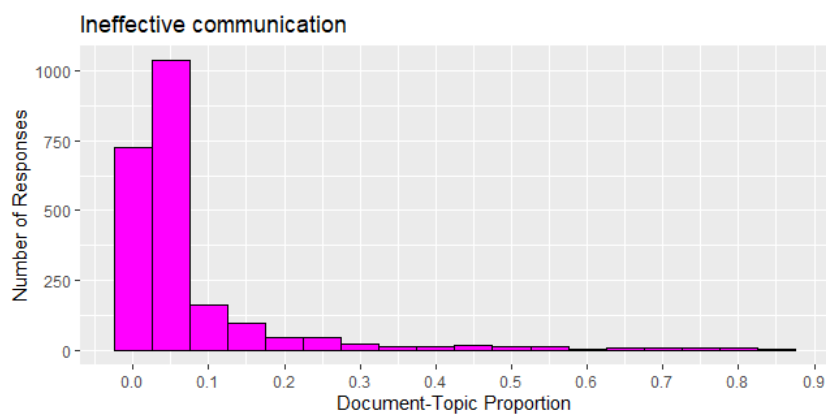
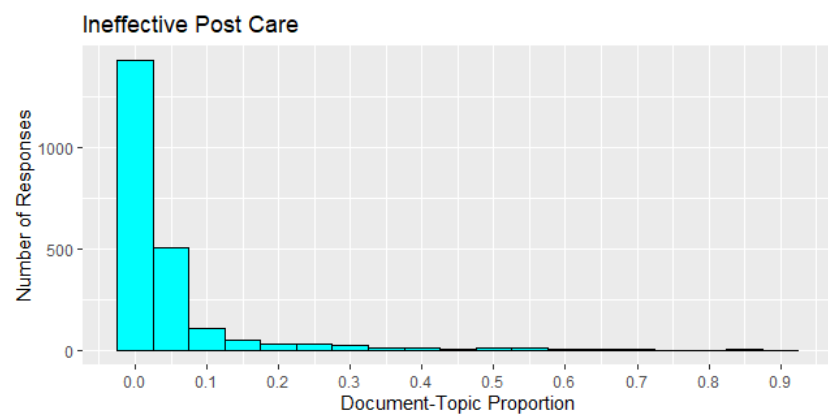
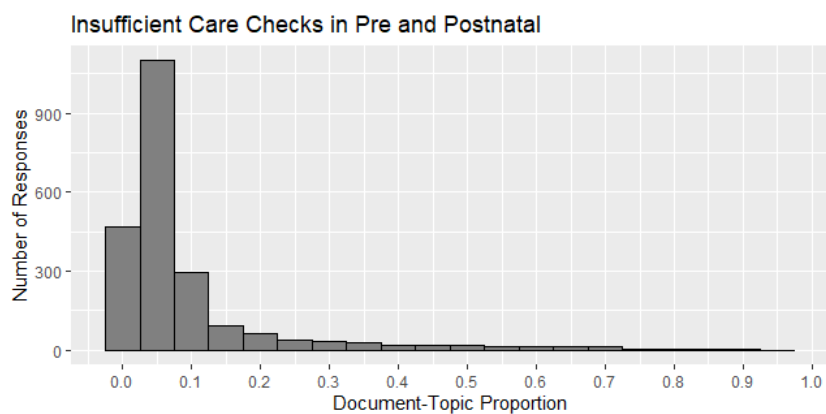
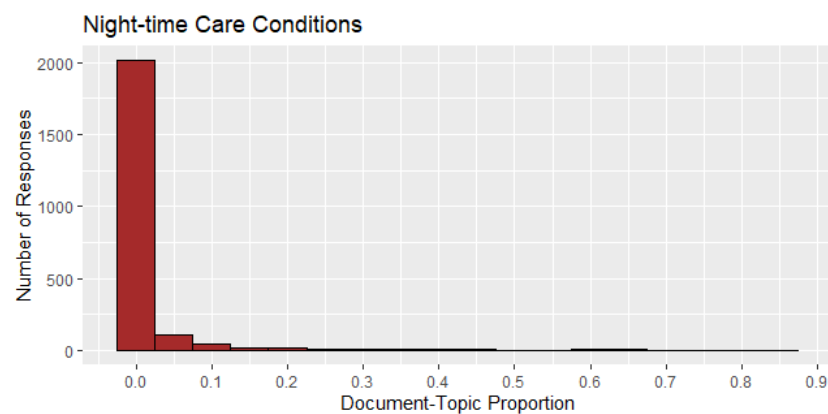
1. Distribution of dependent variable - **OVERALL SATISFACTION** and predictor variables - **FACTORS** related to closed-ended questions, included to Random forest model



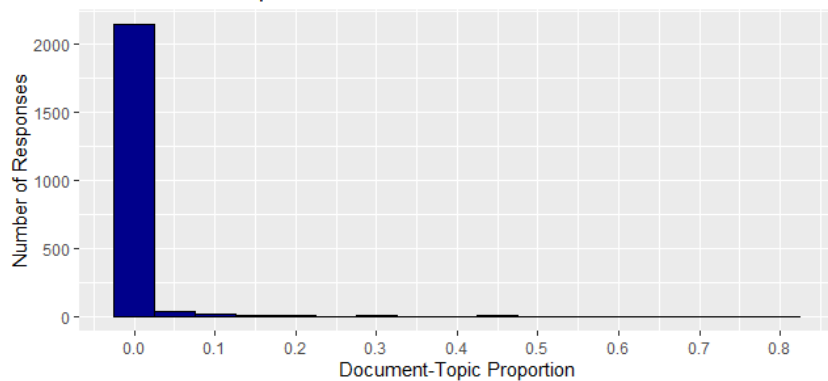


## 2. Distribution of *predictor* variables - **QUALITY GAPS**, included to Random forest model

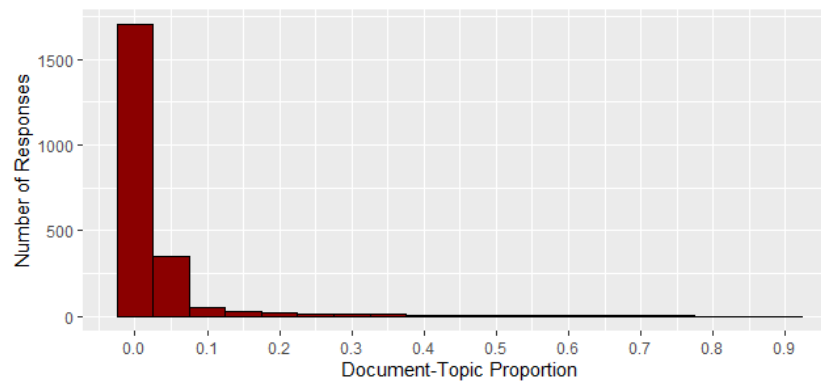




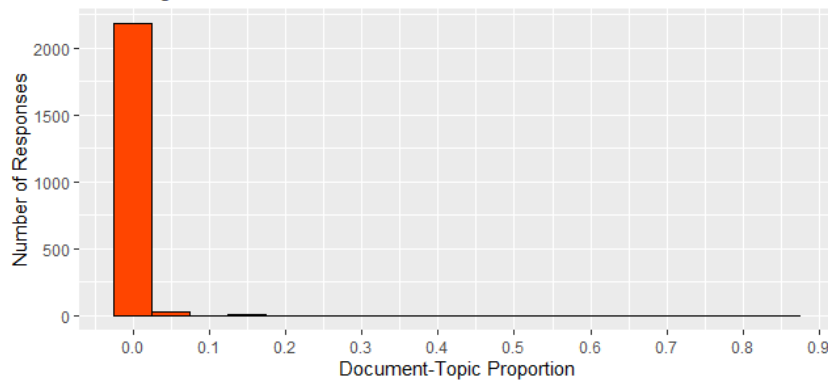
Care Under Exceptional Circumstances



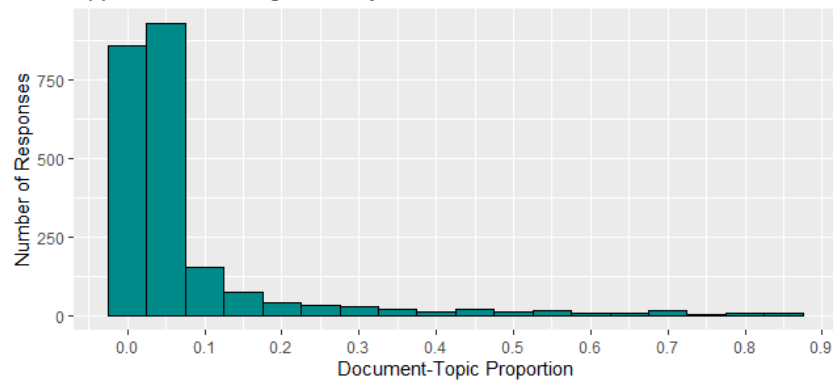
Access to Pain Relief



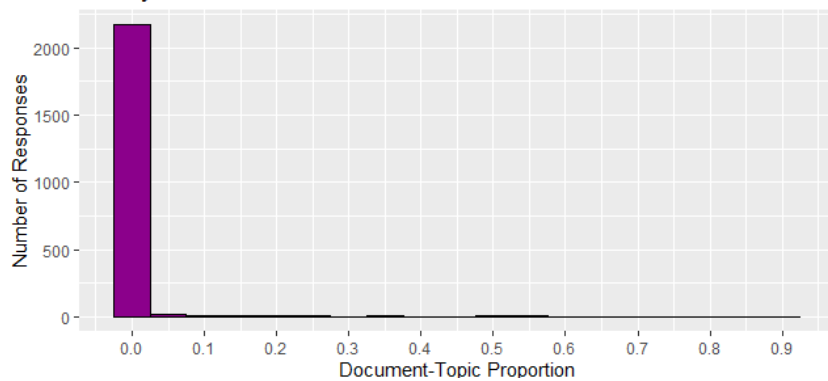
Discharge Issues



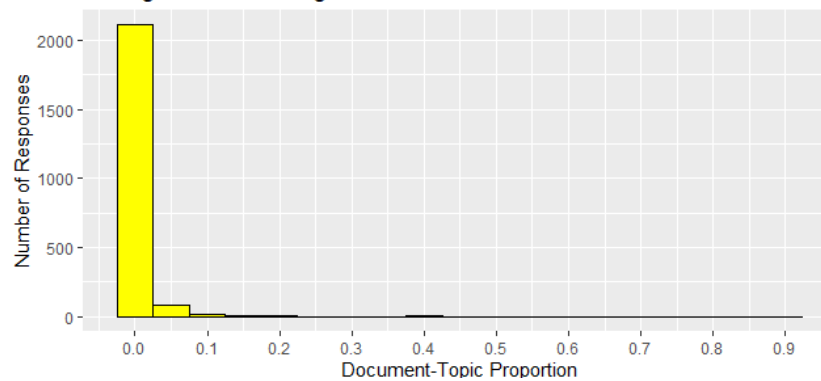
Appointment Management System

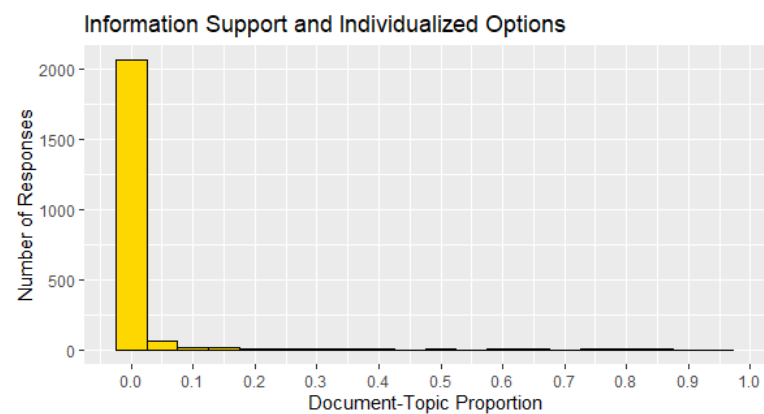
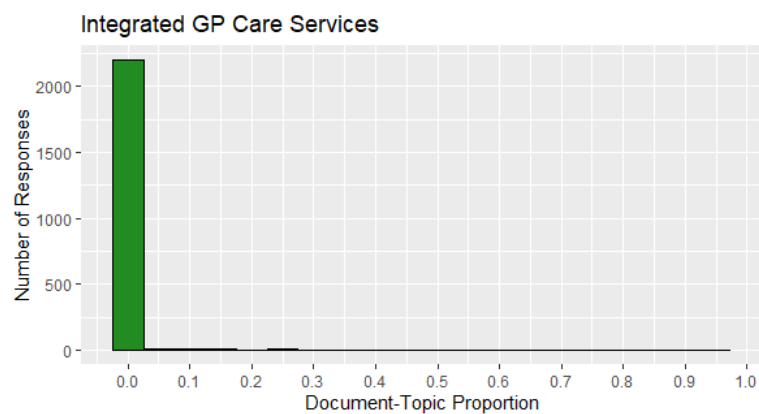
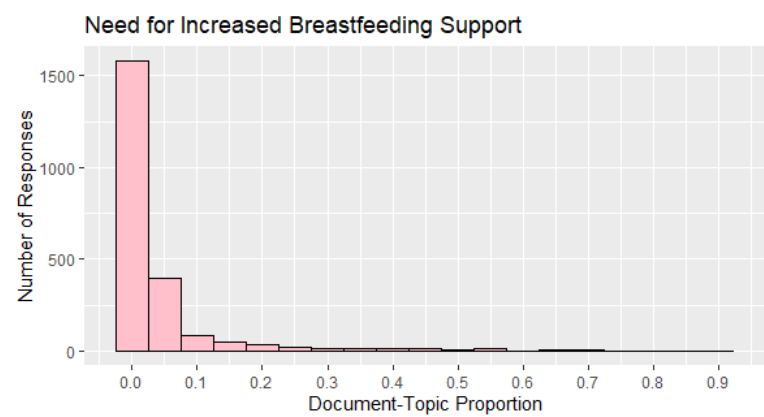
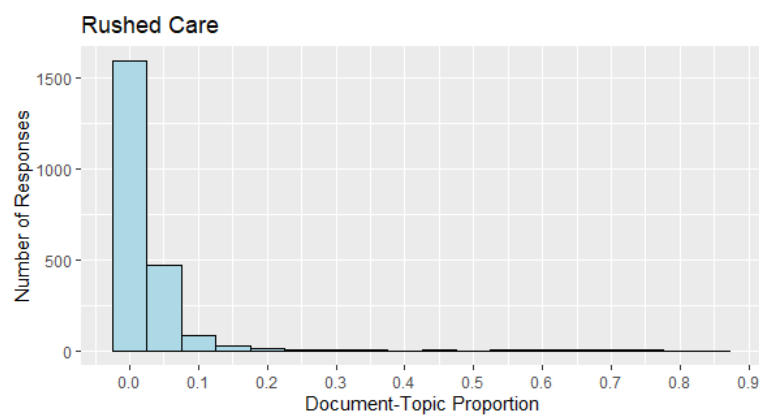
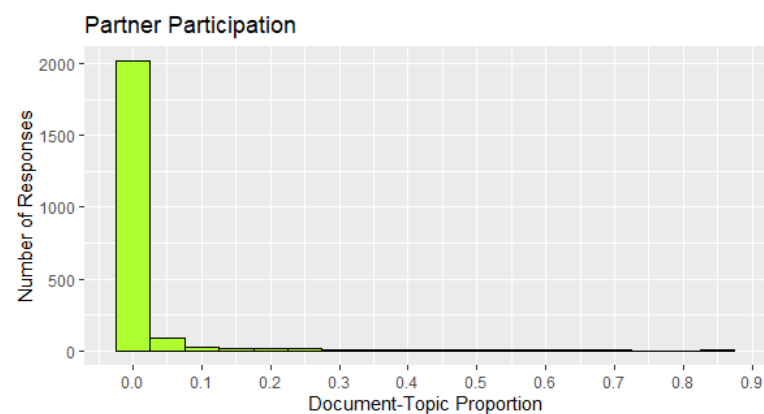
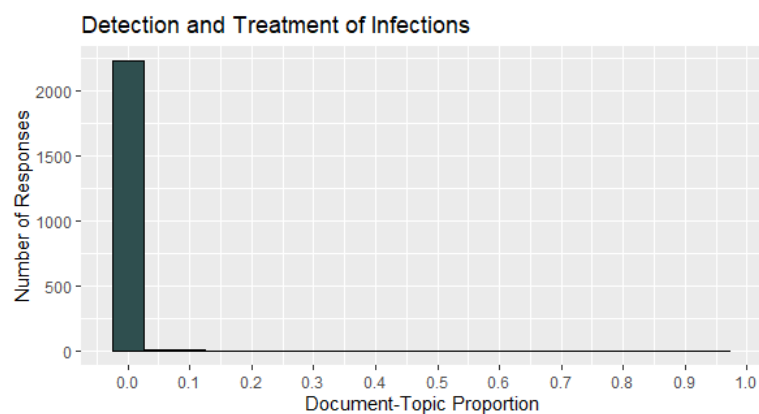


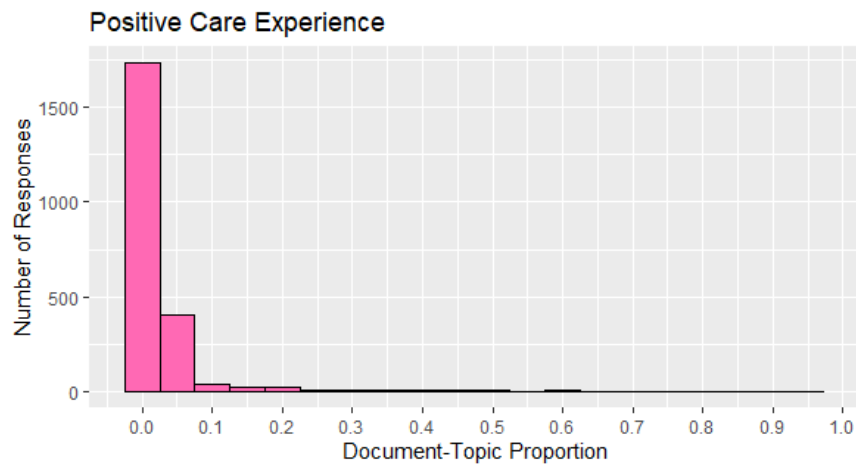
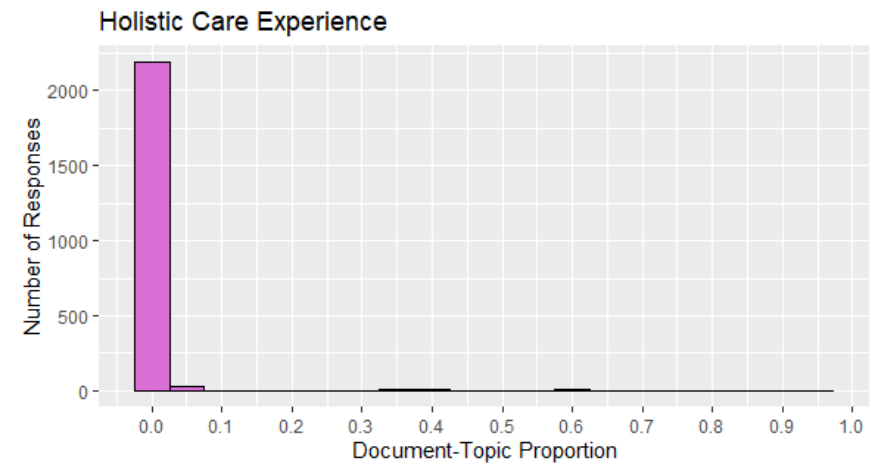
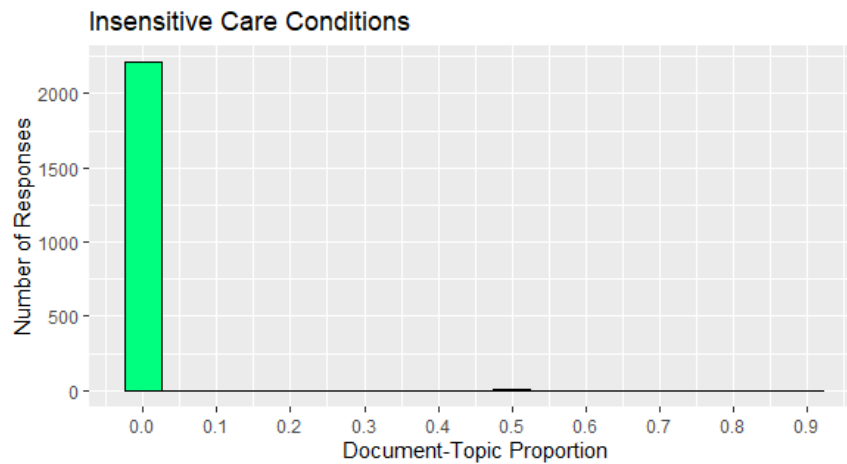
Quality of Food



Management of Visiting Times







### 3. Descriptive statistics for dependent and predictors variables of Random forest model

[illegible]

Variable	Min	Q1	Median	Mean	Q3	Max	SD	Variance
Information	1.316	2.991	3.828	3.705	4.472	5	0.939	0.882
Involvement	1	3.031	3.565	3.403	4	4	0.655	0.429
Respect and dignity	1	3.634	4	3.694	4	4	0.511	0.261
Attention	1	2	4	3.403	5	5	1.584	2.510
Confidence and trust	1	3.302	3.634	3.616	4	4	0.518	0.268
Communication	1.223	3.657	4.401	4.112	4.729	5	0.825	0.681
Responsiveness	1	4.472	4.472	4.370	5	5	0.812	0.659
Involvement of partner And/or companion	0	5	5	4.849	5	5	0.659	0.434
Pain management	0	4	5	4.186	5	5	1.448	2.097
Clarity of explanation	0	3	4	3.514	4	4	0.957	0.915
Personal circumstances	0	4	4	3.645	4	4	0.874	0.764
<i>Predictors: quality gaps</i>	<i>Scale – Document-Topic proportion</i>							
Capacity Related Concerns	0.003	0.035	0.064	0.112	0.116	0.896	0.137	0.019
Staff Attitude	0.002	0.024	0.038	0.084	0.070	0.953	0.133	0.018
Care Consistency	0.003	0.039	0.065	0.116	0.117	0.907	0.142	0.020
Doctors Pre-visit Preparation	0.000	0.002	0.003	0.010	0.005	0.861	0.049	0.002
Insufficient Amenities	0.000	0.002	0.004	0.018	0.006	0.955	0.085	0.007
Labour Postnatal Support and Delayed Appointments	0.001	0.007	0.012	0.023	0.021	0.657	0.045	0.002
Night-time Care Conditions	0.000	0.004	0.007	0.023	0.013	0.838	0.073	0.005
Insufficient Care Checks in Pre and Postnatal	0.002	0.028	0.047	0.095	0.088	0.938	0.136	0.019
Ineffective Post Care	0.001	0.012	0.019	0.052	0.036	0.886	0.104	0.011
Ineffective communication	0.002	0.022	0.034	0.078	0.066	0.868	0.127	0.016
Labour Ward Access	0.000	0.001	0.001	0.004	0.002	0.889	0.042	0.002
Deficit of Hospital Resources	0.000	0.003	0.005	0.016	0.008	0.812	0.063	0.004
Care Under Exceptional Circumstances	0.000	0.002	0.003	0.012	0.005	0.809	0.058	0.003
Access to Pain Relief	0.001	0.009	0.014	0.040	0.025	0.917	0.100	0.010
Discharge Issues	0.000	0.002	0.003	0.011	0.004	0.868	0.062	0.004
Appointment Management System	0.001	0.018	0.032	0.078	0.064	0.856	0.133	0.018
Quality of Food	0.000	0.002	0.003	0.013	0.004	0.876	0.070	0.005



<b>Variable</b>	<b>Min</b>	<b>Q1</b>	<b>Median</b>	<b>Mean</b>	<b>Q3</b>	<b>Max</b>	<b>SD</b>	<b>Variance</b>
Management of Visiting Times	0.000	0.003	0.004	0.012	0.006	0.883	0.054	0.003
Detection and Treatment of Infections	0.000	0.001	0.001	0.004	0.002	0.974	0.038	0.001
Partner Participation	0.001	0.006	0.009	0.030	0.014	0.867	0.094	0.009
Rushed Care	0.001	0.010	0.016	0.035	0.028	0.829	0.080	0.006
Need for Increased Breastfeeding Support	0.001	0.008	0.015	0.045	0.029	0.896	0.100	0.010
Integrated GP Care Services	0.000	0.002	0.003	0.011	0.004	0.939	0.066	0.004
Information Support and Individualised Options	0.001	0.005	0.008	0.029	0.011	0.934	0.104	0.011
Insensitive Care Conditions	0.000	0.001	0.002	0.010	0.003	0.885	0.068	0.005
Holistic Care Experience	0.000	0.002	0.003	0.011	0.005	0.928	0.062	0.004
Positive Care Experience	0.001	0.011	0.016	0.030	0.023	0.968	0.066	0.004