

Web Appendix J. Normalized Valence & Salience of latent themes across hospital contexts

Level 1, Local care	Valence & Salience	Level 2, Regional care	Valence & Salience	Level 3, Tertiary care	Valence & Salience
Insufficient Care Checks (Pre and Postnatal) (Process)	1.000	Insufficient Care Checks (Pre and Postnatal) (Process)	1.000	Capacity Related Concerns (Tangible)	1.000
Capacity Related Concerns (Tangible)	0.840	Capacity Related Concerns (Tangible)	0.937	Insufficient Care Checks (Pre and Postnatal) (Process)	0.763
Care Consistency (Reliability)	0.833	Appointment Management System (Process)	0.849	Ineffective communication (Communication)	0.600
Ineffective communication (Communication)	0.744	Ineffective Post Care (Reliability)	0.756	Appointment Management System (Process)	0.571
Appointment Management System (Process)	0.741	Staff Attitude (Empathy)	0.724	Rushed Care (Reliability)	0.529
Ineffective Post Care (Reliability)	0.725	Ineffective communication (Communication)	0.697	Access to Pain Relief (Pain management)	0.429
Rushed Care (Reliability)	0.534	Care Consistency (Reliability)	0.607	Ineffective Post Care (Reliability)	0.384
Partner Participation (Emotional/Moral support)	0.525	Insufficient Amenities (Tangible)	0.469	Information Support and Individualised Options (Empathy)	0.370
Staff Attitude (Empathy)	0.495	Partner Participation (Emotional/Moral support)	0.401	Staff Attitude (Empathy)	0.368
Deficit of Hospital Resources (Tangible)	0.380	Access to Pain Relief (Pain management)	0.398	Care Consistency (Reliability)	0.322