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# STATISTICAL ANALYSIS OF DEI DATA

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Patient Satisfaction Survey Analysis



## Report Overview

Based on Press Ganey's key driver report for the service line Outpatient Oncology, we analyzed eleven questions to evaluate discrepancies in patient satisfaction scores for different socio-economic groups. We looked at 12 months' worth of Press Ganey survey received during the period that began 10/1/2022 and ended 9/30/2023.

The eleven questions are:

1. Care providers' efforts to include you in decisions about your treatment.
2. Care providers' discussion of your treatment options
3. Staff's sensitivity to the difficulties that your condition and treatment can cause.
4. Efforts to include you in decisions about your treatment.
5. Caring manner of the nurses
6. Nurses answer to your questions.
7. How well the care providers kept you informed about your condition.
8. Care providers' concern for your questions and worries.
9. Your trust in the skill of the care providers
10. How well the staff worked together to care for you.
11. Likelihood of your recommending this facility to others

Patient characteristics are:

1. Age Group with eight (8) levels
2. Race/Ethnicity with six (6) levels (note: "Missing" values are now included in analysis)
3. Payer with six (6) levels and
4. Gender with two (2) levels

## Interpretations

Odds ratios (OR) are used to compare the relative odds of the occurrence of top box score for the given patient characteristic (i.e., race, payer, sex, age group) when compared to the control group.

- Control group for race is White.
- Control group for age group is 65 – 74 years old
- Control group for payer is Medicare
- Control group for sex is female.

An odds ratio of 1 is associated with not affecting the odds of giving Top Box.

An odds ratio  $> 1$  is associated with a higher likelihood of giving Top Box scores than the control group.

An odds ratio  $< 1$  is associated with a lower likelihood of giving Top Box scores than the control group.

The 95% confidence interval (CI) is used to estimate the precision of the OR. A large CI indicates a low level of precision of the OR, whereas a small CI indicates a higher precision of the OR.

The p-value is used to report a measure of statistical significance. We use an alpha level of 0.05. Any p-value less than 0.05 is considered statistically significant for the purpose of our analysis.

In practice, the 95% CI is used as a proxy for the presence of statistical significance if it does not overlap the null value (OR = 1). It is inappropriate to interpret an OR that spans the null value as evidence of the lack of association.

## Summary Statistics:

|                    |        |
|--------------------|--------|
| # Surveys          | 510888 |
| # Patients         | 30095  |
| # Survey Questions | 11     |

| Age |     |
|-----|-----|
| Min | 18  |
| Q1  | 61  |
| Med | 69  |
| Q3  | 75  |
| Max | 106 |

| Age Groups   | Frequency    | (%)          |
|--------------|--------------|--------------|
| 15-24        | 89           | 0.3%         |
| 25-34        | 320          | 1.1%         |
| 35-44        | 956          | 3.2%         |
| 45-54        | 2572         | 8.5%         |
| 55-64        | 6571         | 21.8%        |
| <b>65-74</b> | <b>11499</b> | <b>38.2%</b> |
| 75-84        | 7189         | 23.9%        |
| 85+          | 899          | 3.0%         |

| Gender        | Frequency    | (%)          |
|---------------|--------------|--------------|
| <b>Female</b> | <b>16232</b> | <b>53.9%</b> |
| Male          | 13863        | 46.1%        |

| Race/Ethnicity           | Frequency    | (%)          |
|--------------------------|--------------|--------------|
| Asian                    | 304          | 1.0%         |
| Black                    | 1601         | 5.3%         |
| Hispanic                 | 2446         | 8.1%         |
| Missing                  | 778          | 2.6%         |
| More than one race/Other | 170          | 0.6%         |
| <b>White</b>             | <b>24796</b> | <b>82.4%</b> |

| Payor           | Frequency    | (%)          |
|-----------------|--------------|--------------|
| CHARITY         | 403          | 1.3%         |
| HMOppo          | 9078         | 30.2%        |
| MEDICAID        | 518          | 1.7%         |
| <b>MEDICARE</b> | <b>18980</b> | <b>63.1%</b> |
| OTHINS          | 865          | 2.9%         |
| SELPAY          | 251          | 0.8%         |

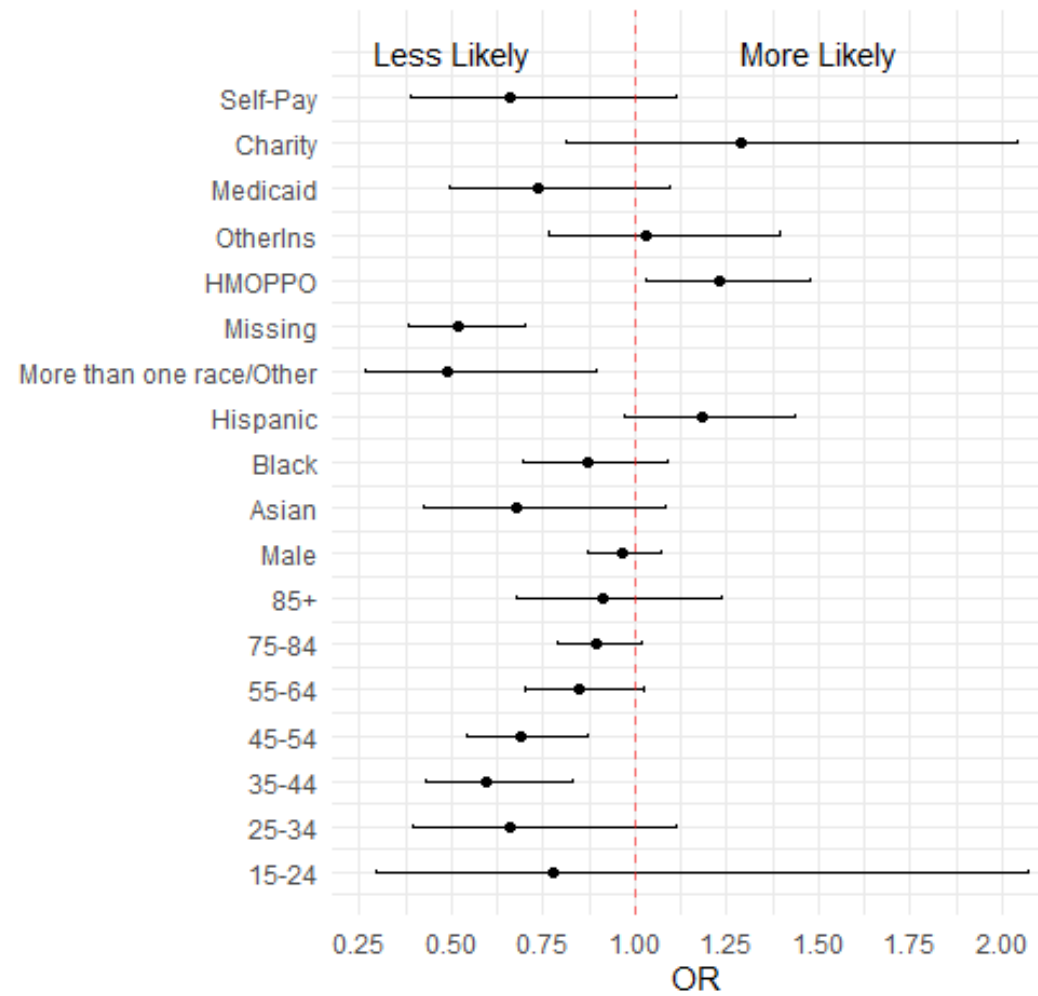
# Summary Table of Significant Odds Ratio Estimates and 95% Confidence Intervals

| Odds Ratios (95% CI)                         |                          |  |  |   |  |                             |                                 |  |  |   |  |   |
|--|--------------------------|--|--|---|--|-----------------------------|---------------------------------|--|--|---|--|---|
|  |                          | Care providers' efforts to include you in decisions about your treatment | Care providers' discussion of your treatment options | Staff's sensitivity to the difficulties that your condition and treatment can cause | Efforts to include you in decisions about your treatment | Caring manner of the nurses | Nurses answer to your questions | How well the care providers kept you informed about your condition | Care providers' concern for your questions and worries | Your trust in the skill of the care providers | How well the staff worked together to care for you | Likelihood of your recommending this facility to others |
| Characteristic                               | Levels                   |  |  |   |  |                             |                                 |  |  |   |  |   |
| Age Group (control: 65- 74 year olds)        | 15-24                    |  |  | 0.32 (0.13, 0.77)   |  |                             |                                 |  |  |   |  | 0.16 (0.03, 0.73)                                       |
|  | 25-34                    |  |  |   |  |                             |                                 | 0.58 (0.35, 0.97)  |  |   | 0.56 (0.33, 0.95)                                  |   |
|  | 35-44                    | 0.6 (0.43, 0.83)   | 0.63 (0.46, 0.87)                                    |   |  |                             |                                 | 0.57 (0.41, 0.8)   | 0.57 (0.41, 0.78)                                      | 0.44 (0.31, 0.61)                             | 0.7 (0.5, 0.98)                                    | 0.35 (0.35, 0.35)                                       |
|  | 45-54                    | 0.69 (0.54, 0.87)  | 0.63 (0.5, 0.79)                                     |   | 0.69 (0.55, 0.88)  |                             |                                 | 0.59 (0.46, 0.74)  | 0.54 (0.43, 0.68)                                      | 0.56 (0.43, 0.71)                             | 0.76 (0.6, 0.97)                                   | 0.49 (0.33, 0.74)                                       |
|  | 55-64                    |  |  |   |  |                             |                                 | 0.83 (0.69, 0.99)  | 0.77 (0.64, 0.93)                                      | 0.79 (0.64, 0.96)                             | 0.8 (0.66, 0.96)                                   | 0.65 (0.49, 0.85)                                       |
|  | 75-84                    |  |  |   |  |                             |                                 |  |  |   |  |   |
|  | 85+                      |  |  |   |  |                             |                                 |  |  |   |  |   |
| Gender (control: Female)                     | Male                     |  |  |   |  |                             |                                 |  |  | 1.15 (1.03, 1.28)                             |  | 1.03 (1.03, 1.03)                                       |
| Race/Ethnicity (control: White Non-Hispanic) | Asian                    |  |  |   | 0.61 (0.38, 0.99)  | 0.54 (0.33, 0.89)           |                                 |  | 0.62 (0.39, 0.99)                                      | 0.52 (0.32, 0.85)                             | 0.55 (0.34, 0.89)                                  |   |
|  | Black                    |  | 0.78 (0.63, 0.96)                                    | 0.66 (0.53, 0.82)   | 0.68 (0.55, 0.84)  | 0.69 (0.54, 0.86)           | 0.63 (0.52, 0.78)               |  | 0.8 (0.64, 0.99)                                       | 0.64 (0.51, 0.8)                              | 0.68 (0.55, 0.85)                                  |   |
|  | Hispanic                 |  |  |   |  |                             |                                 |  |  |   |  |   |
|  | More than one race/Other | 0.49 (0.27, 0.89)  | 0.39 (0.22, 0.68)                                    | 0.44 (0.24, 0.8)  | 0.37 (0.2, 0.68)   | 0.32 (0.18, 0.6)            | 0.51 (0.28, 0.92)               | 0.42 (0.23, 0.75)  | 0.5 (0.28, 0.92)                                       | 0.34 (0.18, 0.62)                             | 0.25 (0.14, 0.45)                                  | 0.16 (0.06, 0.46)                                       |
|  | Missing                  | 0.52 (0.38, 0.7)   | 0.53 (0.4, 0.71)                                     | 0.46 (0.34, 0.61)   | 0.4 (0.3, 0.54)  | 0.43 (0.31, 0.59)           | 0.45 (0.33, 0.59)               | 0.47 (0.35, 0.63)  | 0.51 (0.38, 0.69)                                      | 0.46 (0.34, 0.63)                             | 0.46 (0.34, 0.63)                                  |   |
| Payor (control: Medicare)                    | HMOPPO                   | 1.23 (1.03, 1.48)  |  | 1.32 (1.11, 1.57)   | 1.47 (1.23, 1.76)  |                             |                                 | 1.21 (1.01, 1.44)  | 1.23 (1.03, 1.47)                                      |   |  | 1.17 (1.17, 1.17)                                       |
|  | Other Insurance          |  |  |   |  |                             |                                 |  |  |   |  |   |
|  | MEDICAID                 |  |  |   |  |                             |                                 |  |  |   |  |   |
|  | Charity                  |  |  |   | 1.61 (1.02, 2.53)  |                             |                                 |  |  |   |  |   |
|  | Self Pay                 |  |  |   |  |                             | 0.59 (0.35, 0.97)               |  |  |   |  | 22.95 (1.18, 444.98)                                    |

## Care providers' efforts to include you in decisions about your treatment

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.78          | ( 0.29, 2.07)                         | 0.61    |
|   | 25-34                    | 0.66          | ( 0.39, 1.11)                         | 0.12    |
|   | 35-44                    | 0.60          | ( 0.43, 0.83)                         | 0.00    |
|   | 45-54                    | 0.69          | ( 0.54, 0.87)                         | 0.00    |
|   | 55-64                    | 0.85          | ( 0.7, 1.02)                          | 0.08    |
|   | 75-84                    | 0.90          | ( 0.79, 1.02)                         | 0.10    |
|   | 85+                      | 0.91          | ( 0.67, 1.24)                         | 0.56    |
| Gender (control: Female)                      | Male                     | 0.97          | ( 0.87, 1.07)                         | 0.51    |
| Payor (control: Medicare)                     | Charity                  | 1.29          | ( 0.81, 2.04)                         | 0.28    |
|   | HMOPPO                   | 1.23          | ( 1.03, 1.48)                         | 0.02    |
|   | Medicaid                 | 0.74          | ( 0.5, 1.1)                           | 0.13    |
|   | Other Insurance          | 1.03          | ( 0.76, 1.4)                          | 0.84    |
|   | Self Pay                 | 0.66          | ( 0.39, 1.11)                         | 0.12    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.68          | ( 0.42, 1.08)                         | 0.10    |
|   | Black                    | 0.87          | ( 0.7, 1.09)                          | 0.22    |
|   | Hispanic                 | 1.18          | ( 0.97, 1.44)                         | 0.10    |
|   | Missing                  | 0.52          | ( 0.38, 0.7)                          | 0.00    |
|   | More than one race/Other | 0.49          | ( 0.27, 0.89)                         | 0.02    |

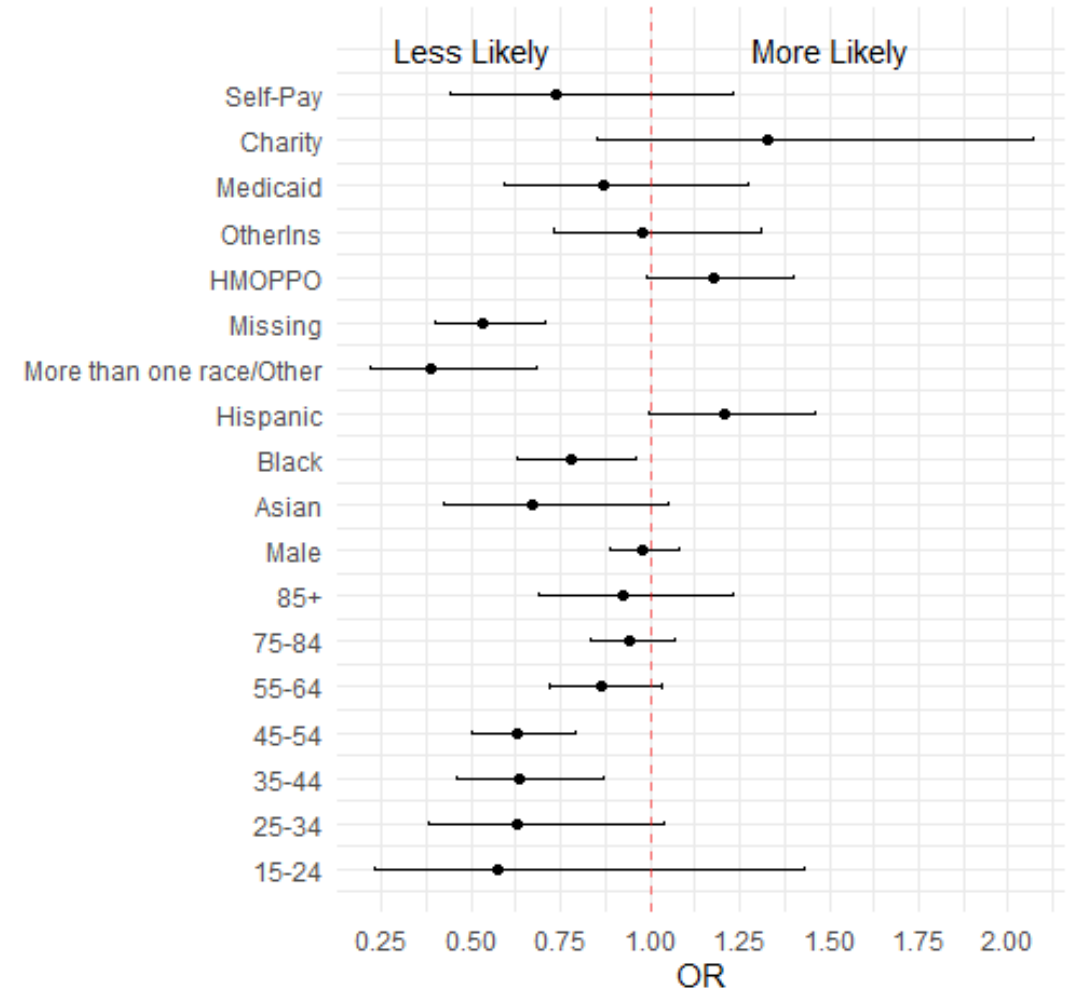
## CPs efforts to include you in decisions about your treatment



## Care providers' discussion of your treatment options

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.58          | ( 0.23, 1.43)                         | 0.23    |
|   | 25-34                    | 0.63          | ( 0.38, 1.04)                         | 0.07    |
|   | 35-44                    | 0.63          | ( 0.46, 0.87)                         | 0.00    |
|   | 45-54                    | 0.63          | ( 0.5, 0.79)                          | 0.00    |
|   | 55-64                    | 0.86          | ( 0.72, 1.03)                         | 0.10    |
|   | 75-84                    | 0.94          | ( 0.83, 1.07)                         | 0.35    |
|   | 85+                      | 0.92          | ( 0.69, 1.23)                         | 0.58    |
| Gender (control: Female)                      | Male                     | 0.98          | ( 0.89, 1.08)                         | 0.66    |
| Payor (control: Medicare)                     | Charity                  | 1.33          | ( 0.85, 2.07)                         | 0.21    |
|   | HMOPPO                   | 1.18          | ( 0.99, 1.4)                          | 0.06    |
|   | Medicaid                 | 0.87          | ( 0.59, 1.28)                         | 0.47    |
|   | Other Insurance          | 0.98          | ( 0.73, 1.31)                         | 0.88    |
|   | Self Pay                 | 0.74          | ( 0.44, 1.23)                         | 0.24    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.67          | ( 0.42, 1.05)                         | 0.08    |
|   | Black                    | 0.78          | ( 0.63, 0.96)                         | 0.02    |
|   | Hispanic                 | 1.21          | ( 1, 1.46)                            | 0.05    |
|   | Missing                  | 0.53          | ( 0.4, 0.71)                          | 0.00    |
|   | More than one race/Other | 0.39          | ( 0.22, 0.68)                         | 0.00    |

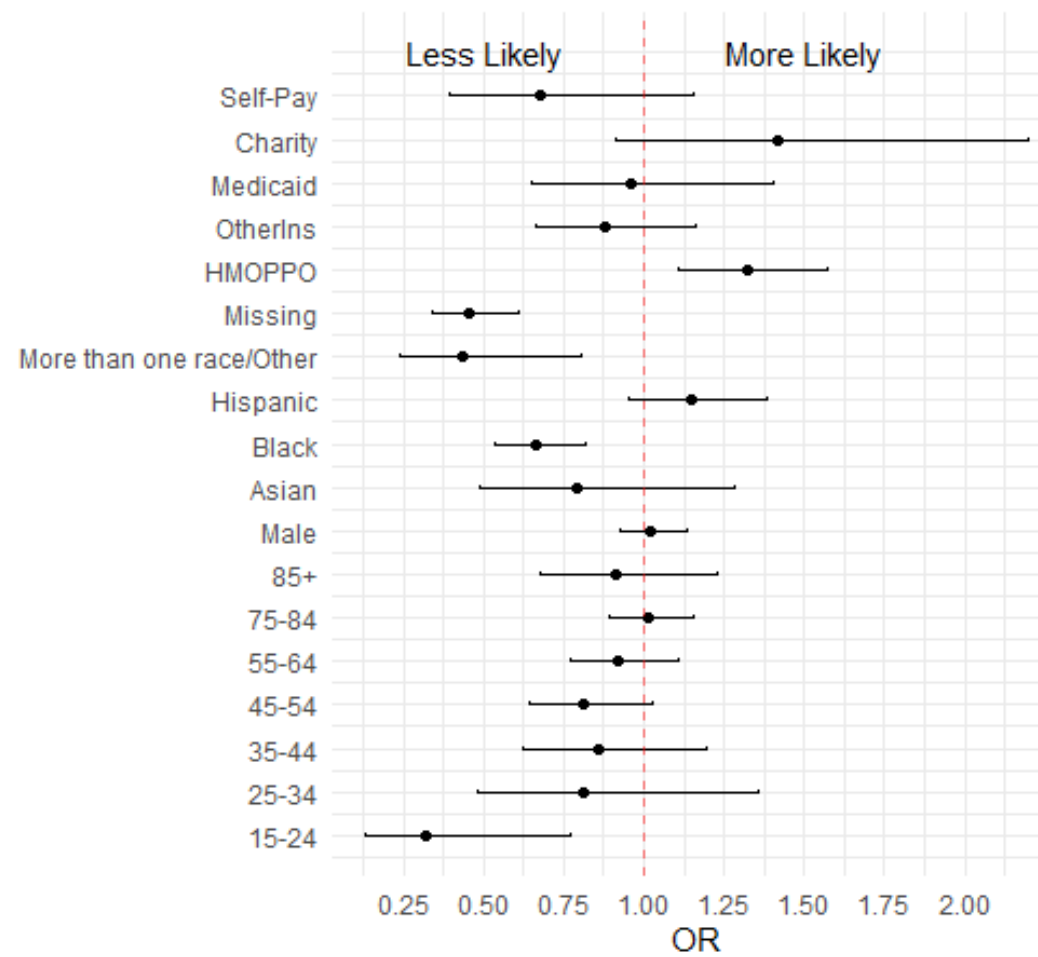
## CPs discussion of your treatment options



## Staff's sensitivity to the difficulties that your condition and treatment can cause

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.32          | ( 0.13, 0.77)                         | 0.01    |
|   | 25-34                    | 0.81          | ( 0.48, 1.35)                         | 0.42    |
|   | 35-44                    | 0.86          | ( 0.62, 1.2)                          | 0.37    |
|   | 45-54                    | 0.81          | ( 0.64, 1.03)                         | 0.08    |
|   | 55-64                    | 0.92          | ( 0.77, 1.1)                          | 0.38    |
|   | 75-84                    | 1.01          | ( 0.89, 1.15)                         | 0.84    |
|   | 85+                      | 0.91          | ( 0.68, 1.23)                         | 0.56    |
| Gender (control: Female)                      | Male                     | 1.02          | ( 0.92, 1.13)                         | 0.68    |
| Payor (control: Medicare)                     | Charity                  | 1.42          | ( 0.91, 2.2)                          | 0.12    |
|   | HMOPPO                   | 1.32          | ( 1.11, 1.57)                         | 0.00    |
|   | Medicaid                 | 0.96          | ( 0.65, 1.41)                         | 0.82    |
|   | Other Insurance          | 0.88          | ( 0.66, 1.16)                         | 0.35    |
|   | Self Pay                 | 0.68          | ( 0.4, 1.15)                          | 0.15    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.79          | ( 0.49, 1.28)                         | 0.34    |
|   | Black                    | 0.66          | ( 0.53, 0.82)                         | 0.00    |
|   | Hispanic                 | 1.15          | ( 0.95, 1.39)                         | 0.15    |
|   | Missing                  | 0.46          | ( 0.34, 0.61)                         | 0.00    |
|   | More than one race/Other | 0.44          | ( 0.24, 0.8)                          | 0.01    |

Staff sensitivity to the difficulties that your condition and treatment can cause

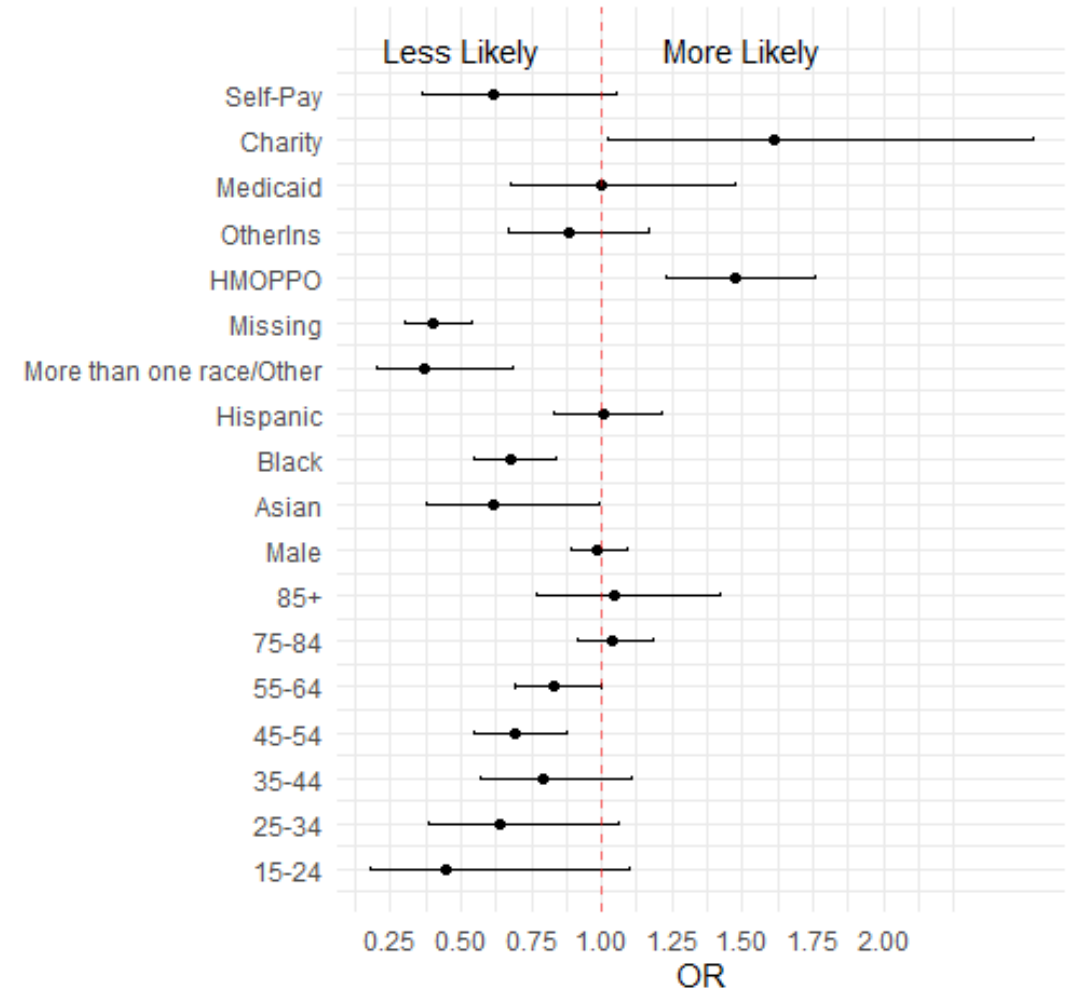




## Efforts to include you in decisions about your treatment

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.45          | ( 0.18, 1.1)                          | 0.08    |
|   | 25-34                    | 0.64          | ( 0.38, 1.06)                         | 0.08    |
|   | 35-44                    | 0.79          | ( 0.57, 1.11)                         | 0.18    |
|   | 45-54                    | 0.69          | ( 0.55, 0.88)                         | 0.00    |
|   | 55-64                    | 0.83          | ( 0.69, 1)                            | 0.05    |
|   | 75-84                    | 1.04          | ( 0.91, 1.18)                         | 0.58    |
|   | 85+                      | 1.05          | ( 0.77, 1.42)                         | 0.77    |
| Gender (control: Female)                      | Male                     | 0.98          | ( 0.89, 1.09)                         | 0.77    |
| Payor (control: Medicare)                     | Charity                  | 1.61          | ( 1.02, 2.53)                         | 0.04    |
|   | HMOPPO                   | 1.47          | ( 1.23, 1.76)                         | 0.00    |
|   | Medicaid                 | 1.00          | ( 0.67, 1.47)                         | 0.98    |
|   | Other Insurance          | 0.88          | ( 0.67, 1.17)                         | 0.38    |
|   | Self Pay                 | 0.62          | ( 0.36, 1.05)                         | 0.07    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.61          | ( 0.38, 0.99)                         | 0.05    |
|   | Black                    | 0.68          | ( 0.55, 0.84)                         | 0.00    |
|   | Hispanic                 | 1.00          | ( 0.83, 1.21)                         | 0.97    |
|   | Missing                  | 0.40          | ( 0.3, 0.54)                          | 0.00    |
|   | More than one race/Other | 0.37          | ( 0.2, 0.68)                          | 0.00    |

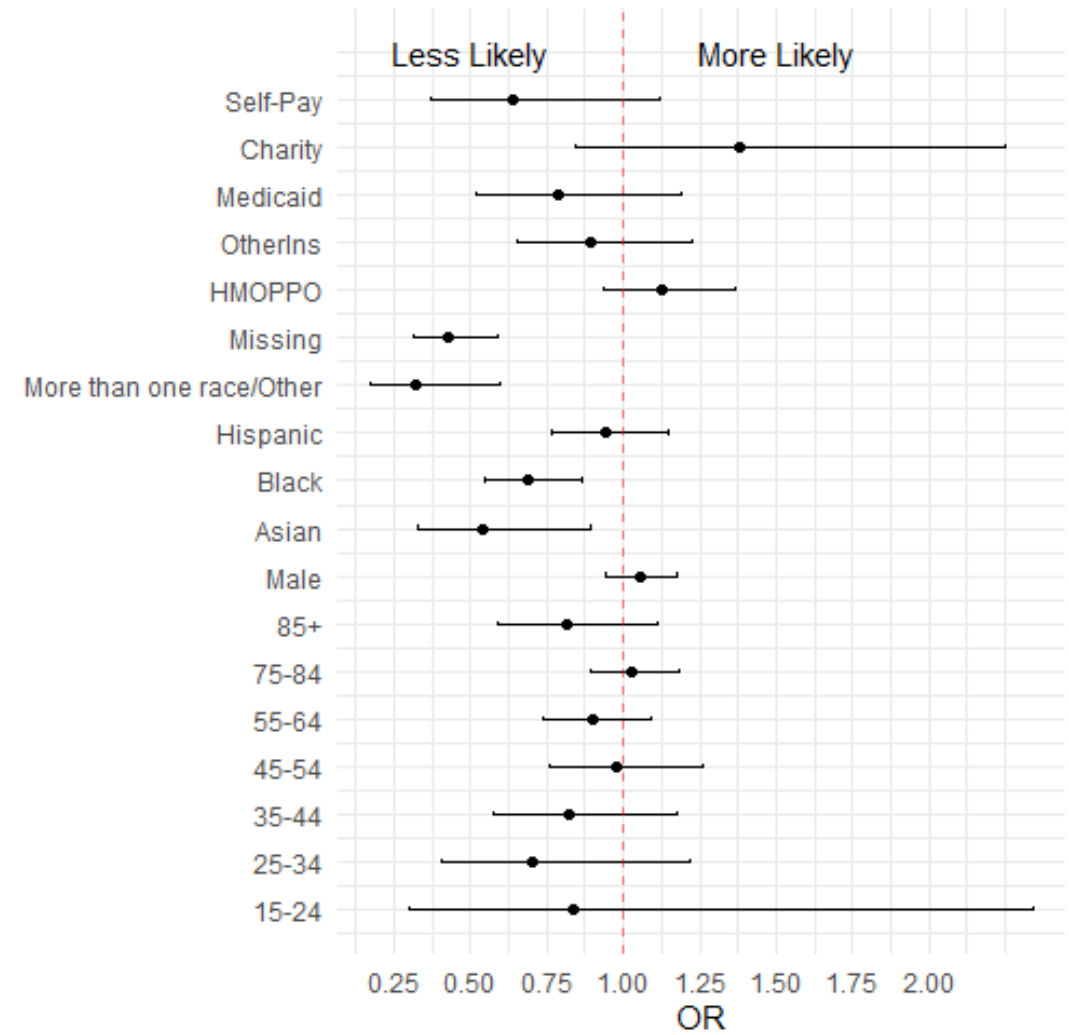
## Efforts to include you in decisions about your treatment



## Caring manner of the nurses

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.84          | ( 0.3, 2.34)                          | 0.74    |
|   | 25-34                    | 0.71          | ( 0.41, 1.22)                         | 0.21    |
|   | 35-44                    | 0.82          | ( 0.58, 1.17)                         | 0.28    |
|   | 45-54                    | 0.98          | ( 0.76, 1.26)                         | 0.87    |
|   | 55-64                    | 0.90          | ( 0.74, 1.09)                         | 0.29    |
|   | 75-84                    | 1.03          | ( 0.9, 1.18)                          | 0.68    |
|   | 85+                      | 0.81          | ( 0.59, 1.11)                         | 0.20    |
| Gender (control: Female)                      | Male                     | 1.05          | ( 0.94, 1.18)                         | 0.35    |
| Payor (control: Medicare)                     | Charity                  | 1.38          | ( 0.84, 2.25)                         | 0.20    |
|   | HMOPPO                   | 1.13          | ( 0.93, 1.36)                         | 0.21    |
|   | Medicaid                 | 0.78          | ( 0.52, 1.19)                         | 0.26    |
|   | Other Insurance          | 0.89          | ( 0.65, 1.23)                         | 0.49    |
|   | Self Pay                 | 0.64          | ( 0.37, 1.12)                         | 0.12    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.54          | ( 0.33, 0.89)                         | 0.02    |
|   | Black                    | 0.69          | ( 0.54, 0.86)                         | 0.00    |
|   | Hispanic                 | 0.94          | ( 0.77, 1.15)                         | 0.55    |
|   | Missing                  | 0.43          | ( 0.31, 0.59)                         | 0.00    |
|   | More than one race/Other | 0.32          | ( 0.18, 0.6)                          | 0.00    |

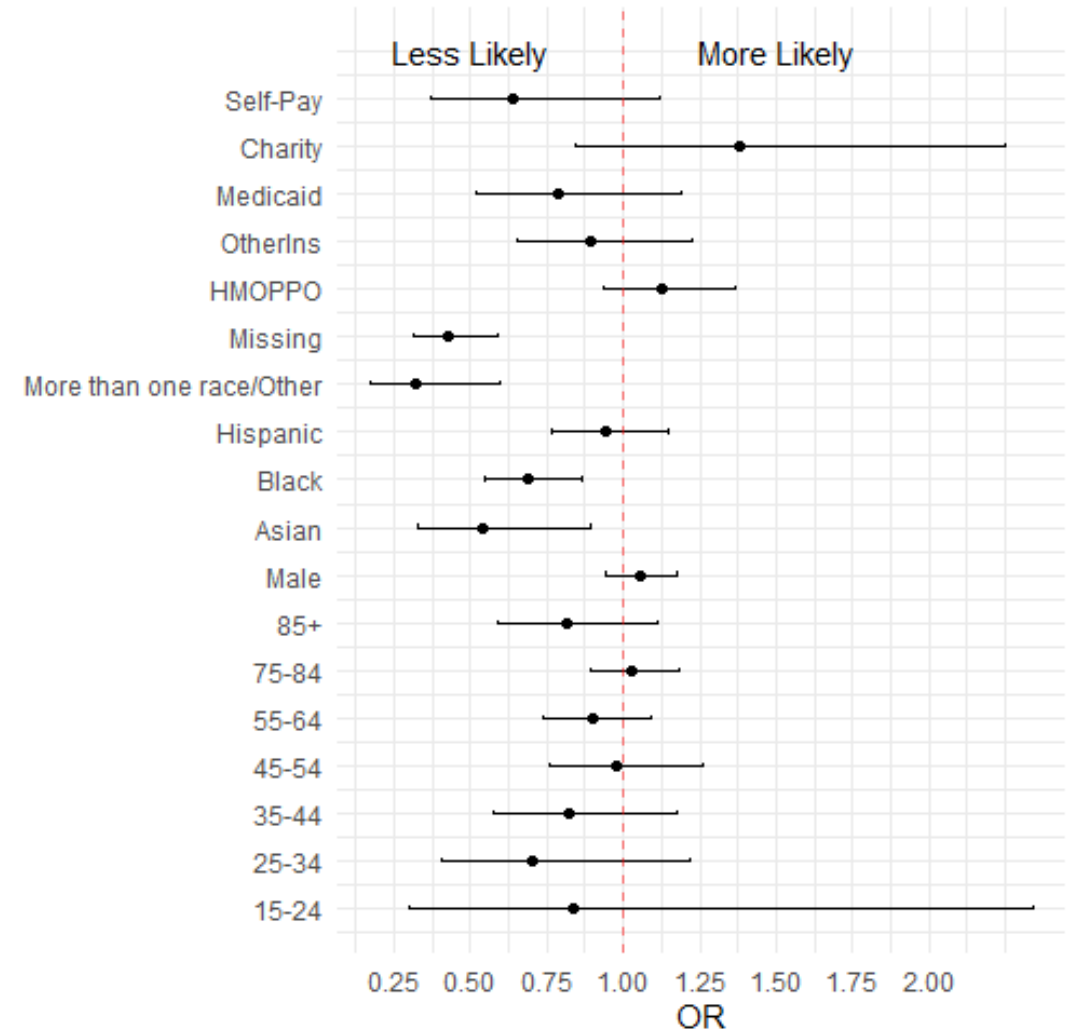
## Caring manner of the nurses



## Nurses answer to your questions

| Characteristic                                | Levels                          | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value     |
|---|---------------------------------|---------------|---------------------------------------|-------------|
| Age Group (control: 65 - 74 )                 | 15-24                           | 0.84          | ( 0.3, 2.34)                          | 0.68        |
|   | 25-34                           | 0.71          | ( 0.41, 1.22)                         | 0.13        |
|   | 35-44                           | 0.82          | ( 0.58, 1.17)                         | 0.44        |
|   | 45-54                           | 0.98          | ( 0.76, 1.26)                         | 0.23        |
|   | 55-64                           | 0.90          | ( 0.74, 1.09)                         | 0.65        |
|   | 75-84                           | 1.03          | ( 0.9, 1.18)                          | 0.88        |
|   | 85+                             | 0.81          | ( 0.59, 1.11)                         | 0.26        |
| Gender (control: Female)                      | Male                            | 1.05          | ( 0.94, 1.18)                         | 0.28        |
| Payor (control: Medicare)                     | Charity                         | 1.38          | ( 0.84, 2.25)                         | 0.24        |
|   | HMOPPO                          | 1.13          | ( 0.93, 1.36)                         | 0.35        |
|   | Medicaid                        | 0.78          | ( 0.52, 1.19)                         | 0.22        |
|   | Other Insurance                 | 0.89          | ( 0.65, 1.23)                         | 0.32        |
|   | <i>Self Pay</i>                 | <i>0.64</i>   | <i>( 0.37, 1.12)</i>                  | <i>0.04</i> |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                           | 0.54          | ( 0.33, 0.89)                         | 0.12        |
|   | <i>Black</i>                    | <i>0.69</i>   | <i>( 0.54, 0.86)</i>                  | <i>0.00</i> |
|   | Hispanic                        | 0.94          | ( 0.77, 1.15)                         | 0.87        |
|   | <i>Missing</i>                  | <i>0.43</i>   | <i>( 0.31, 0.59)</i>                  | <i>0.00</i> |
|   | <i>More than one race/Other</i> | <i>0.32</i>   | <i>( 0.18, 0.6)</i>                   | <i>0.03</i> |

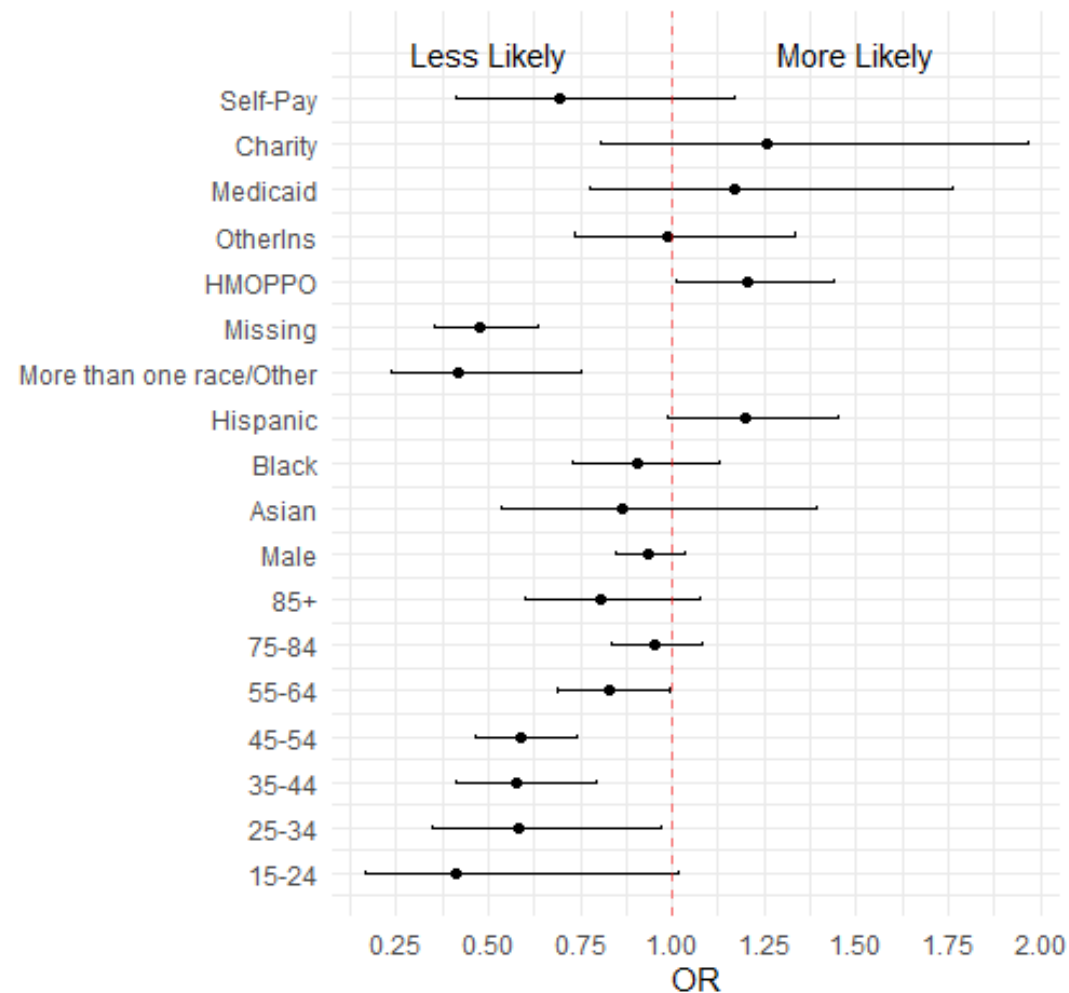
## Nurses answer to your questions



## How well the care providers kept you informed about your condition

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.41          | ( 0.17, 1.02)                         | 0.05    |
|   | 25-34                    | 0.58          | ( 0.35, 0.97)                         | 0.04    |
|   | 35-44                    | 0.57          | ( 0.41, 0.8)                          | 0.00    |
|   | 45-54                    | 0.59          | ( 0.46, 0.74)                         | 0.00    |
|   | 55-64                    | 0.83          | ( 0.69, 0.99)                         | 0.04    |
|   | 75-84                    | 0.95          | ( 0.84, 1.08)                         | 0.42    |
|   | 85+                      | 0.80          | ( 0.6, 1.07)                          | 0.14    |
| Gender (control: Female)                      | Male                     | 0.94          | ( 0.85, 1.04)                         | 0.21    |
| Payor (control: Medicare)                     | Charity                  | 1.26          | ( 0.8, 1.97)                          | 0.32    |
|   | HMOPPO                   | 1.21          | ( 1.01, 1.44)                         | 0.04    |
|   | Medicaid                 | 1.17          | ( 0.78, 1.76)                         | 0.46    |
|   | Other Insurance          | 0.99          | ( 0.74, 1.33)                         | 0.95    |
|   | Self Pay                 | 0.69          | ( 0.41, 1.17)                         | 0.17    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.86          | ( 0.53, 1.39)                         | 0.54    |
|   | Black                    | 0.91          | ( 0.73, 1.13)                         | 0.38    |
|   | Hispanic                 | 1.20          | ( 0.99, 1.45)                         | 0.07    |
|   | Missing                  | 0.47          | ( 0.35, 0.63)                         | 0.00    |
|   | More than one race/Other | 0.42          | ( 0.23, 0.75)                         | 0.00    |
|   |                          |               |                                       |         |

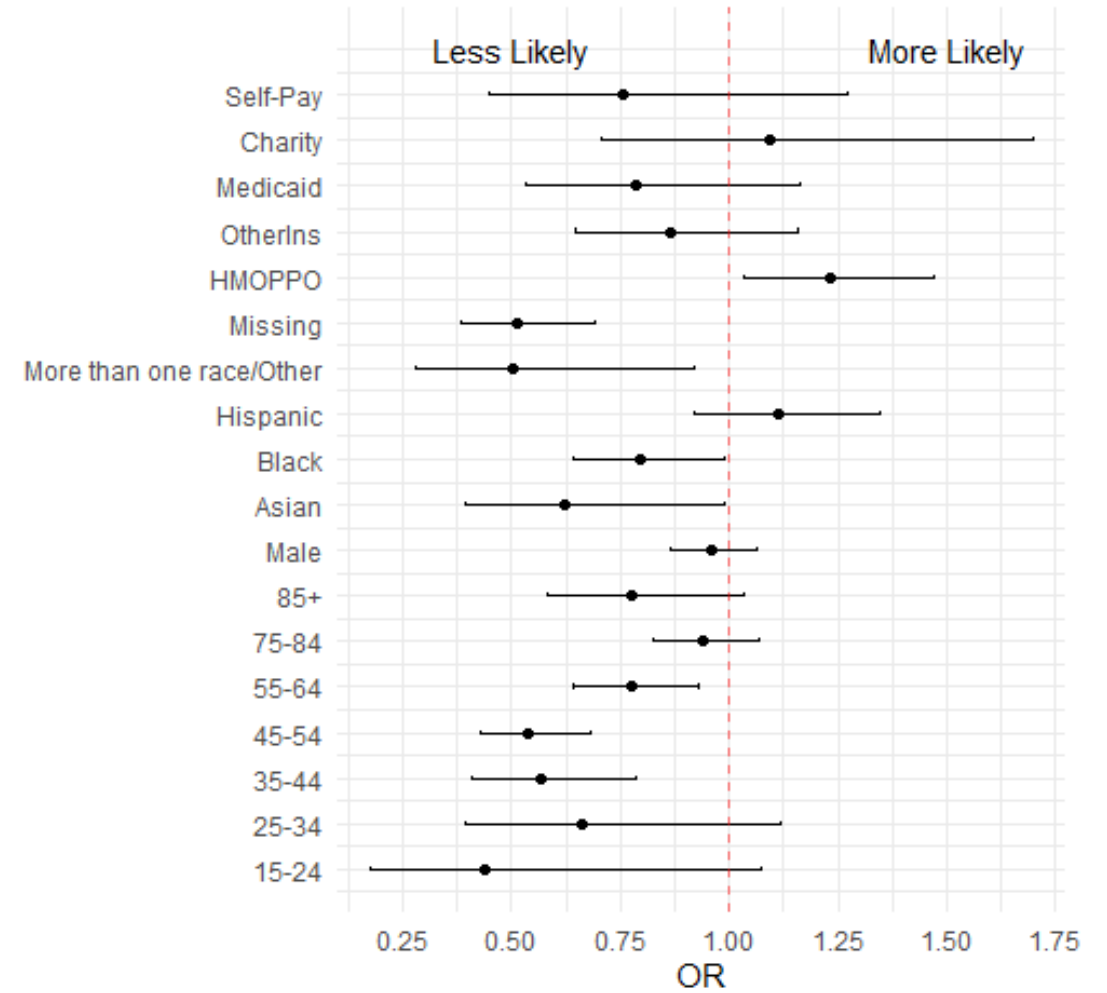
## How well the CPs kept you informed about your condition



## Care providers' concern for your questions and worries

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.44          | ( 0.18, 1.08)                         | 0.07    |
|   | 25-34                    | 0.66          | ( 0.39, 1.12)                         | 0.12    |
|   | 35-44                    | 0.57          | ( 0.41, 0.78)                         | 0.00    |
|   | 45-54                    | 0.54          | ( 0.43, 0.68)                         | 0.00    |
|   | 55-64                    | 0.77          | ( 0.64, 0.93)                         | 0.01    |
|   | 75-84                    | 0.94          | ( 0.83, 1.07)                         | 0.34    |
|   | 85+                      | 0.78          | ( 0.58, 1.04)                         | 0.09    |
| Gender (control: Female)                      | Male                     | 0.96          | ( 0.87, 1.06)                         | 0.42    |
| Payor (control: Medicare)                     | Charity                  | 1.09          | ( 0.7, 1.7)                           | 0.69    |
|   | HMOPPO                   | 1.23          | ( 1.03, 1.47)                         | 0.02    |
|   | Medicaid                 | 0.79          | ( 0.53, 1.16)                         | 0.23    |
|   | Other Insurance          | 0.87          | ( 0.65, 1.16)                         | 0.33    |
|   | Self Pay                 | 0.75          | ( 0.45, 1.27)                         | 0.29    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.62          | ( 0.39, 0.99)                         | 0.04    |
|   | Black                    | 0.80          | ( 0.64, 0.99)                         | 0.04    |
|   | Hispanic                 | 1.11          | ( 0.92, 1.35)                         | 0.27    |
|   | Missing                  | 0.51          | ( 0.38, 0.69)                         | 0.00    |
|   | More than one race/Other | 0.50          | ( 0.28, 0.92)                         | 0.03    |

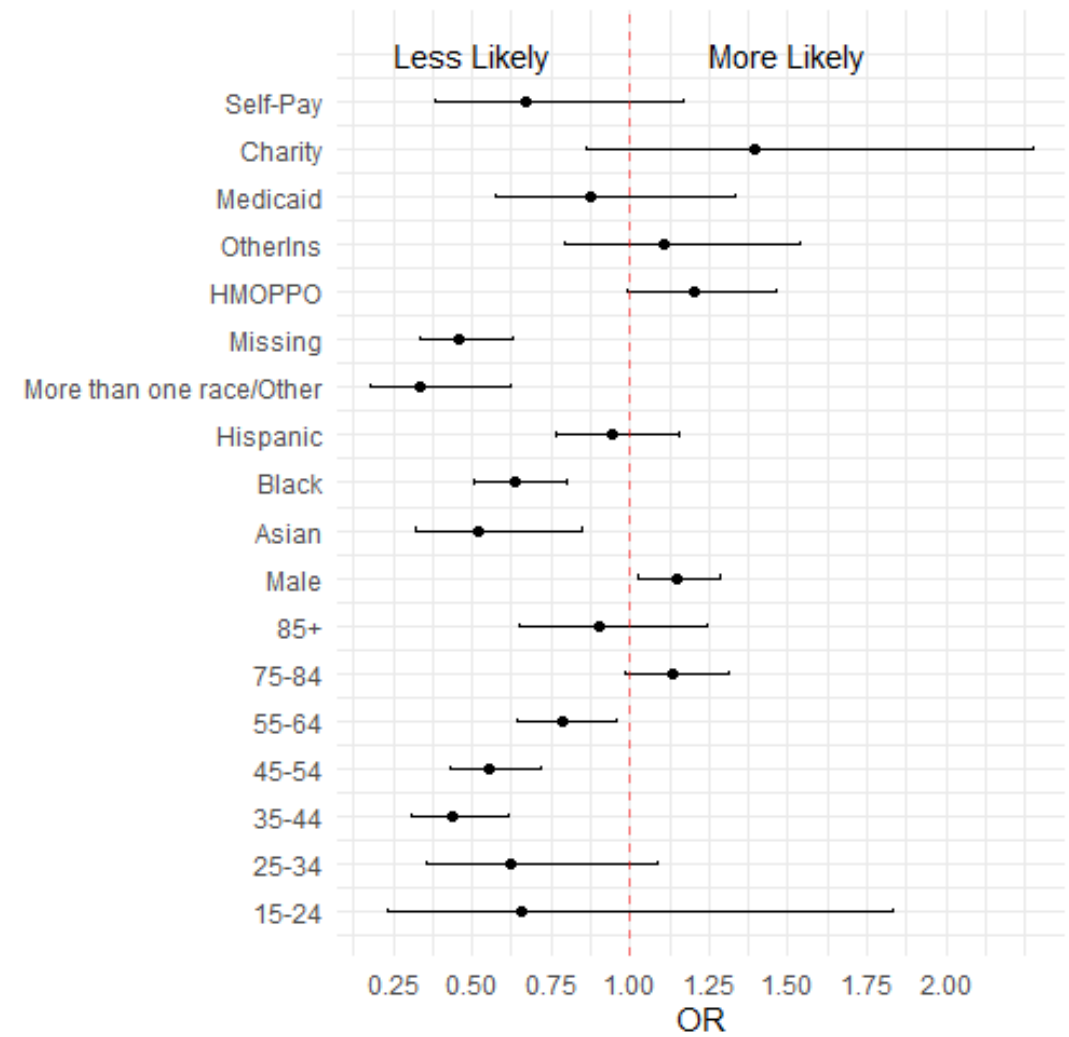
## CPs concern for your questions and worries



## Your trust in the skill of the care providers

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.66          | ( 0.23, 1.83)                         | 0.42    |
|   | 25-34                    | 0.62          | ( 0.36, 1.09)                         | 0.10    |
|   | 35-44                    | 0.44          | ( 0.31, 0.61)                         | 0.00    |
|   | 45-54                    | 0.56          | ( 0.43, 0.71)                         | 0.00    |
|   | 55-64                    | 0.79          | ( 0.64, 0.96)                         | 0.02    |
|   | 75-84                    | 1.14          | ( 0.99, 1.31)                         | 0.08    |
|   | 85+                      | 0.90          | ( 0.65, 1.25)                         | 0.53    |
| Gender (control: Female)                      | Male                     | 1.15          | ( 1.03, 1.28)                         | 0.01    |
| Payor (control: Medicare)                     | Charity                  | 1.40          | ( 0.86, 2.28)                         | 0.18    |
|   | HMOPPO                   | 1.21          | ( 0.99, 1.46)                         | 0.06    |
|   | Medicaid                 | 0.87          | ( 0.57, 1.33)                         | 0.53    |
|   | Other Insurance          | 1.11          | ( 0.8, 1.54)                          | 0.55    |
|   | Self Pay                 | 0.67          | ( 0.39, 1.17)                         | 0.16    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.52          | ( 0.32, 0.85)                         | 0.01    |
|   | Black                    | 0.64          | ( 0.51, 0.8)                          | 0.00    |
|   | Hispanic                 | 0.94          | ( 0.77, 1.16)                         | 0.57    |
|   | Missing                  | 0.46          | ( 0.34, 0.63)                         | 0.00    |
|   | More than one race/Other | 0.34          | ( 0.18, 0.62)                         | 0.00    |

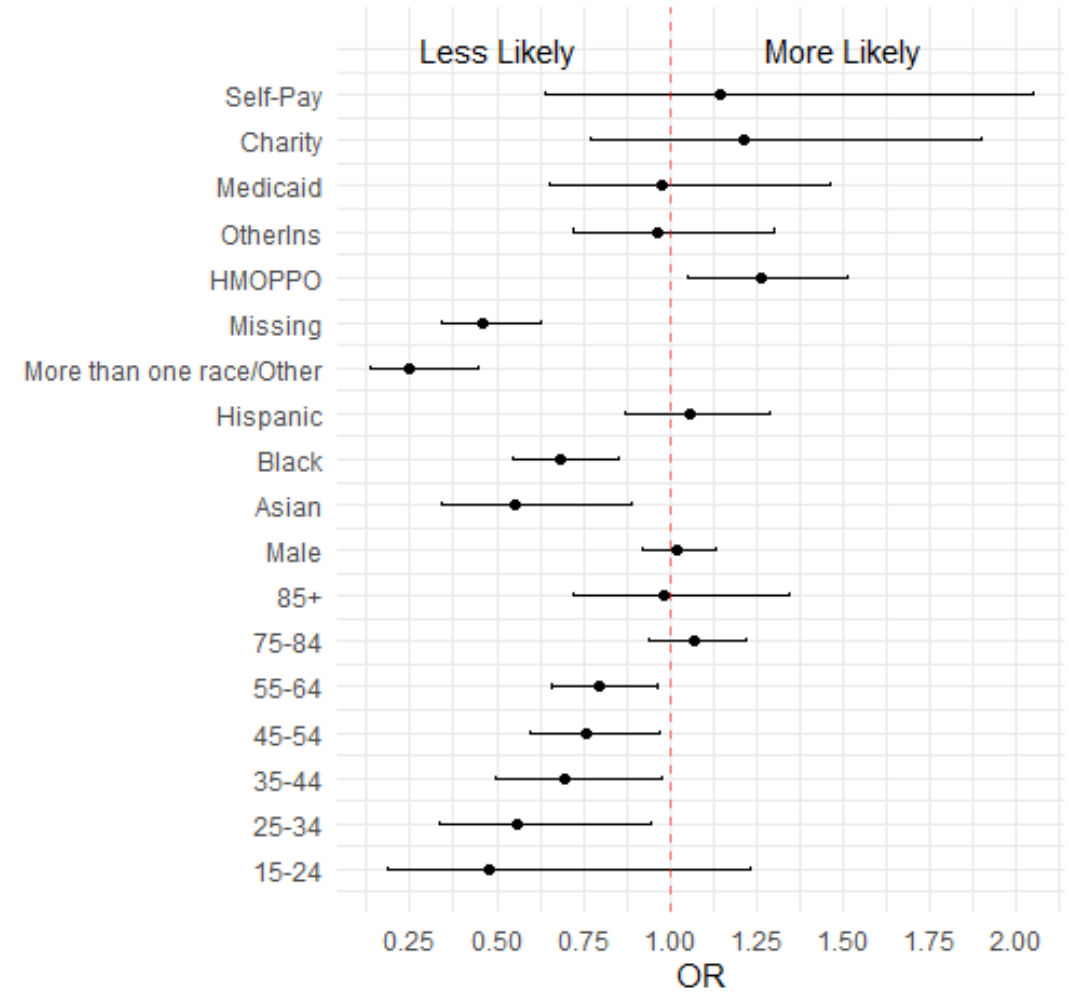
## Your trust in the skill of the CPs



## How well the staff worked together to care for you

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.48          | ( 0.19, 1.23)                         | 0.13    |
|   | 25-34                    | 0.56          | ( 0.33, 0.95)                         | 0.03    |
|   | 35-44                    | 0.70          | ( 0.5, 0.98)                          | 0.04    |
|   | 45-54                    | 0.76          | ( 0.6, 0.97)                          | 0.03    |
|   | 55-64                    | 0.80          | ( 0.66, 0.96)                         | 0.02    |
|   | 75-84                    | 1.07          | ( 0.94, 1.22)                         | 0.31    |
|   | 85+                      | 0.99          | ( 0.72, 1.34)                         | 0.93    |
| Gender (control: Female)                      | Male                     | 1.02          | ( 0.92, 1.13)                         | 0.72    |
| Payor (control: Medicare)                     | Charity                  | 1.21          | ( 0.77, 1.9)                          | 0.40    |
|   | HMOPPO                   | 1.26          | ( 1.05, 1.51)                         | 0.01    |
|   | Medicaid                 | 0.98          | ( 0.65, 1.46)                         | 0.91    |
|   | Other Insurance          | 0.97          | ( 0.72, 1.3)                          | 0.82    |
|   | Self Pay                 | 1.14          | ( 0.64, 2.05)                         | 0.65    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.55          | ( 0.34, 0.89)                         | 0.01    |
|   | Black                    | 0.68          | ( 0.55, 0.85)                         | 0.00    |
|   | Hispanic                 | 1.06          | ( 0.87, 1.29)                         | 0.58    |
|   | Missing                  | 0.46          | ( 0.34, 0.63)                         | 0.00    |
|   | More than one race/Other | 0.25          | ( 0.14, 0.45)                         | 0.00    |

## How well the staff worked together to care for you



## Likelihood of your recommending this facility to others

| Characteristic                                | Levels                   | Odds Estimate | 95% Odds Estimate Confidence Interval | p-value |
|---|--------------------------|---------------|---------------------------------------|---------|
| Age Group (control: 65 - 74 )                 | 15-24                    | 0.16          | ( 0.03, 0.73)                         | 0.02    |
|   | 25-34                    | 2.09          | ( 0.23, 18.63)                        | 0.51    |
|   | 35-44                    | 0.35          | ( 0.35, 0.35)                         | 0.00    |
|   | 45-54                    | 0.49          | ( 0.33, 0.74)                         | 0.00    |
|   | 55-64                    | 0.65          | ( 0.49, 0.85)                         | 0.00    |
|   | 75-84                    | 1.06          | ( 0.8, 1.39)                          | 0.71    |
|   | 85+                      | 0.79          | ( 0.39, 1.6)                          | 0.51    |
| Gender (control: Female)                      | Male                     | 1.03          | ( 1.03, 1.03)                         | 0.00    |
| Payor (control: Medicare)                     | Charity                  | 1.17          | ( 0.46, 3)                            | 0.74    |
|   | HMOPPO                   | 1.17          | ( 1.17, 1.17)                         | 0.00    |
|   | Medicaid                 | 1.52          | ( 0.61, 3.79)                         | 0.37    |
|   | Other Insurance          | 1.39          | ( 0.7, 2.78)                          | 0.35    |
|   | Self Pay                 | 22.95         | 1.18, 444.98                          | 0.04    |
| Race/Ethnicity (control: White, Non-Hispanic) | Asian                    | 0.64          | ( 0.22, 1.87)                         | 0.42    |
|   | Black                    | 0.83          | ( 0.49, 1.41)                         | 0.49    |
|   | Hispanic                 | 0.97          | ( 0.6, 1.55)                          | 0.89    |
|   | Missing                  | 0.56          | ( 0.29, 1.1)                          | 0.10    |
|   | More than one race/Other | 0.16          | ( 0.06, 0.46)                         | 0.00    |

## Likelihood of your recommending this facility to others

