eAppendix

As part of normal operating procedures at Kaiser Permanente Southern California, patient satisfaction surveys vary slightly depending on the clinical setting and the encounter and are adapted year to year based on internal policies and industry standards. All questions are rated on a 1-10 scale (1 least favorable/most dissatisfied to 10 most favorable/completely satisfied). A combined mean score (CMS) is used to summarize overall patient satisfaction. The CMS was the outcome used in our study because it is the score used in our health system to compare physicians, clinics and departments. Below you will find a number of patient satisfaction questions representative of those used in our study to assess patient satisfaction.

1. How courteous and respectful was this doctor or health care provider?
2. How well did this doctor or health care provider understand your problem?
3. How well did this doctor or health care provider explain to you what he or she was doing and why?
4. Did this doctor or health care provider use words that were easy for you to understand?
5. How well did this doctor or health care provider listen to your concerns and questions?
6. Did this doctor or health care provider spend enough time with you?
7. How much confidence do you have in the ability or competence of this doctor or health care provider?
8. How satisfied were you with the thoroughness of care you received from the providers you saw?
9. How courteous and respectful was this doctor?
10. How caring and compassionate was this doctor?
11. How well did this doctor explain to you what he or she was doing and why?
12. Did this doctor use words that were easy for you to understand?
13. How well did this doctor listen to your concerns and questions?
14. When this doctor visited you, did he or she spend enough time with you?
15. How much confidence do you have in the ability or competence of this doctor?
16. Overall, how satisfied are you with the service you received from this doctor?
17. Overall, how satisfied were you with this medical visit?