

Online Supplementary Material

Lebrun-Harris LA, Shi L, Zhu J, Burke MT, Sripipatana A, Ngo-Metzger Q. Effects of patient-centered medical home attributes on patients' perceptions of quality in federally supported health centers. *Ann Fam Med*. 2013;11(6):508-516.

<http://www.annfammed.org/content/11/6/508>

Supplemental Table 1. Results of Factor Analysis (4 factors)					
Attribute	Rotated Factor Loadings and Communalities				
	Factor 1^a	Factor 2^b	Factor 3^c	Factor 4^d	Communality
Access to care					
How well is health center doing: ability to get in to be seen?	0.330	0.212	0.465	0.545	0.667
How well is health center doing: hours center is open?	0.283	0.289	0.309	0.469	0.479
How well is health center doing: convenience of center's location?	0.132	0.379	0.187	0.375	0.336
How well is health center doing: prompt return of calls?	0.357	0.250	0.395	0.461	0.559
How well is health center doing: time in waiting room?	0.239	0.169	0.796	0.319	0.821
How well is health center doing: time in examination room?	0.222	0.317	0.767	0.154	0.762
How well is health center doing: waiting time for test results?	0.241	0.374	0.444	0.354	0.520
Patient-centered communication					
Provider staff listens to you?	0.437	0.725	0.279	0.214	0.839
Provider staff takes enough time with you?	0.411	0.765	0.280	0.202	0.873
Provider staff explains what you want to know?	0.348	0.760	0.265	0.289	0.852
Nurses and medical assistants answer your questions?	0.675	0.490	0.208	0.332	0.848
Nurses and medical assistants are friendly and helpful to you?	0.711	0.416	0.220	0.277	0.804
Other staff is friendly and helpful to you?	0.836	0.271	0.286	0.193	0.892
Other staff answers your questions?	0.843	0.285	0.249	0.209	0.898
Variance	3.349	2.859	2.384	1.559	10.151
Variance (%)	23.925	20.421	17.025	11.137	72.507
Note: Correlations for selected items are bolded. ^a Patient-centered communication with support staff. ^b Patient-centered communication with clinicians. ^c Access to care during the visit. ^d Access to care in getting there.					