

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 2. Bivariate Correlation for Access to Care and Patient-Centered Communication (14 variables)

Variable	Physicians Listen	Physicians Enough Time	Physicians Explain	Nurses Friendly	Nurses Answer Questions	Staff Friendly	Staff Answer Questions	Waiting for Test Results	Ability to be Seen	Hours	Location	Return Calls	Time in Waiting Room	Time in Exam Room
Physicians listen	1.000	0.879	0.848	0.727	0.754	0.697	0.688	0.566	0.568	0.524	0.450	0.543	0.510	0.570
Physicians enough time	0.879	1.000	0.874	0.721	0.770	0.665	0.687	0.559	0.554	0.508	0.475	0.538	0.524	0.575
Physicians explain	0.848	0.874	1.000	0.644	0.746	0.648	0.663	0.603	0.559	0.527	0.507	0.560	0.512	0.553
Nurses friendly	0.727	0.721	0.644	1.000	0.910	0.785	0.769	0.531	0.540	0.522	0.403	0.567	0.507	0.529
Nurses answer questions	0.754	0.770	0.746	0.910	1.000	0.760	0.798	0.547	0.586	0.540	0.421	0.618	0.512	0.543
Staff friendly	0.697	0.665	0.648	0.785	0.760	1.000	0.940	0.494	0.578	0.507	0.355	0.559	0.536	0.507
Staff answer questions	0.688	0.687	0.663	0.769	0.798	0.940	1.000	0.495	0.587	0.502	0.337	0.567	0.510	0.486
Waiting for test results	0.566	0.559	0.603	0.531	0.547	0.494	0.495	1.000	0.514	0.490	0.384	0.580	0.552	0.599
Ability to be seen	0.568	0.554	0.559	0.540	0.586	0.578	0.587	0.514	1.000	0.570	0.412	0.636	0.704	0.543
Hours	0.524	0.508	0.527	0.522	0.540	0.507	0.502	0.490	0.570	1.000	0.436	0.477	0.515	0.462
Location	0.450	0.475	0.507	0.403	0.421	0.355	0.337	0.384	0.412	0.436	1.000	0.351	0.363	0.354
Return calls	0.543	0.538	0.560	0.567	0.618	0.559	0.567	0.580	0.636	0.477	0.351	1.000	0.580	0.519
Time in waiting room	0.510	0.524	0.512	0.507	0.512	0.536	0.510	0.552	0.704	0.515	0.363	0.580	1.000	0.813
Time in examination room	0.570	0.575	0.553	0.529	0.543	0.507	0.486	0.599	0.543	0.462	0.354	0.519	0.813	1.000

Note: Tetrachoric correlation matrix was used to obtain eigenvalues.