

## Online Supplementary Material

Finley EP, Pugh JA, Lanham HJ, et al. Relationship quality and patient-assessed quality of care in VA primary care clinics: development and validation of the Work Relationships Scale. *Ann Fam Med*. 2013;11(6):543-549.

<http://www.annfammed.org/content/11/6/543>

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### Supplemental Appendix. Sample Questions From Semistructured Clinic Member Interviews

1. Can you describe the atmosphere around here? What does it feel like to work in this clinic?
2. When there are decisions to be made/problems to be solved in this clinic how do people in this clinic normally go about it? How do people go about making decisions/solving problems?
3. When there are disagreements in this clinic how do they usually get resolved? When people disagree, do people tend to hold grudges; are they able to openly discuss concerns?
4. Can you recall a past event that happened in this clinic where people were surprised by what happened, or an unexpected event that the practice had not experienced before? Please describe this event.