

Factors Associated with Highest Patient Satisfaction (Central Hospital and Decentralized Health Units)

Weighted analysis using sampling weights to reflect the real distribution of patient population across health centers.

	Univariable Analysis N=812				Multivariable Analysis N=803			Multivariable Analysis N=810							
	Analysis of individual factors				Full model including ALL patient characteristics and ALL health center characteristics			Final model including patient characteristics and health center characteristics that best explain highest patient satisfaction							
	Crude Odd Ratios	95% CI	p-value		Adjusted Odd Ratios	95% CI	p-value	Adjusted Odd Ratios	95% CI	p-value					
Patient's characteristics															
Age group															
18-25 years old	1				1										
26-35 years old	1.03	0.66	1.59	0.883	1.14	0.44	2.92	0.689							
36-45 years old	1.11	0.78	1.58	0.489	1.42	0.42	4.82	0.424							
46-55 years old	1.12	0.75	1.69	0.492	1.47	0.48	4.49	0.354							
More than 55 years old	0.97	0.94	1.01	0.102	1.34	0.39	4.61	0.501							
Gender (1)															
Women	1				1										
Men	1.06	0.91	1.23	0.319	0.74	0.62	0.89	0.013	**						
Education															
Illiterate or incomplete primary education	1				1					1					
Complete primary education	1.90	1.78	2.02	0.000	***	1.57	0.68	3.60	0.184	1.90	1.15	3.14	0.021	**	
Complete secondary education	1.54	0.86	2.74	0.114		1.17	0.55	2.53	0.552	1.39	0.81	2.40	0.176	**	
Complete tertiary education or higher	2.41	0.95	6.09	0.059	*	1.68	0.94	2.99	0.065	*	2.16	0.95	4.91	0.061	*
Race (2)															
Black	1				1										
Mulatto	1.33	1.23	1.42	0.000	***	0.91	0.54	1.52	0.595						
White	1.17	0.85	1.62	0.261		0.66	0.40	1.10	0.080	*					
Asian	2.99	1.06	8.46	0.043	**	1.88	0.98	3.59	0.053	*					
Indigenous	0.18	0.03	0.90	0.041	**	0.12	0.00	6.69	0.194						
Sexual orientation (3)															
Heterosexual	1				1										
Homosexual	1.52	1.02	2.25	0.042	**	1.56	1.21	2.01	0.011	**					
Bisexual	1.35	0.79	2.32	0.213		1.58	1.02	2.45	0.045	**					
Monthly Income															
No income	1				1										
R\$500 or less	0.93	0.58	1.50	0.721		0.75	0.37	1.50	0.275						
More than R\$ 500 and up to R\$ 1,000	0.75	0.46	1.20	0.177		0.76	0.43	1.36	0.235						
More than R\$ 1,000 and up to R\$ 2,000	1.34	0.56	3.19	0.425		1.08	0.24	4.95	0.876						
More than R\$ 2,000	1.28	0.63	2.62	0.414		0.82	0.71	0.95	0.023	**					
Place of residence															
Manaus	1				1					1					
Outside of Manaus	1.09	0.68	1.73	0.669		2.06	1.84	2.30	0.000	***	1.68	1.56	1.81	0.000	***
Health center characteristics															
Commute time to health center (4)															
Less than 30 minutes	1				1										
30 minutes to 1 hour	0.53	0.28	0.99	0.048	**	0.65	0.25	1.69	0.247						
More than 1 hour	0.39	0.16	0.94	0.040	**	0.60	0.21	1.69	0.212						
Convenience of health center's location															
Inconvenient/Very inconvenient	1				1					1					
More or less	0.51	0.29	0.90	0.029	**	0.43	0.31	0.59	0.004	***	0.46	0.35	0.60	0.001	***
Convenient/Very convenient	3.00	2.44	3.69	0.000	***	2.38	1.38	4.10	0.015	**	2.70	2.18	3.35	0.000	***
Waiting time (5)															
Less than 30 minutes	1				1					1					
30 minutes to 1 hour	0.52	0.11	2.44	0.325		0.68	0.08	6.18	0.620	0.58	0.12	2.83	0.413		
1-2 hours	0.42	0.12	1.46	0.133		0.65	0.09	4.75	0.542	0.52	0.13	2.11	0.282		
2-3 hours	0.33	0.08	1.41	0.108		0.49	0.05	4.68	0.389	0.45	0.08	2.46	0.279		
More than 3 hours	0.31	0.26	0.37	0.000	***	0.49	0.24	1.00	0.050	**	0.40	0.31	0.51	0.000	***
Time to reschedule a missed appointment															
A week (7 days) or less	1				1										
Between 1 week and 1 month (30 days)	0.52	0.46	0.59	0.000	***	0.80	0.56	1.15	0.144						
More than 1 month	0.52	0.44	0.60	0.000	***	0.83	0.34	2.05	0.557						
Respectful treatment from nurses															
No	1				1					1					
Yes	1.47	1.20	1.79	0.004	***	1.40	0.99	1.97	0.055	*	1.50	1.03	2.20	0.040	**
Respectful treatment from doctors															
No	1				1										
Yes	4.74	0.75	29.97	0.082	*	3.74	0.52	26.70	0.123						
Health Center															
FMT	1				1					1					
SAE 1	1.43	0.69	2.97	0.264		1.14	0.42	3.12	0.706	1.20	0.64	2.25	0.485		
SAE 2	5.02	2.47	10.21	0.002	***	3.23	0.75	13.89	0.083	*	3.34	1.42	7.90	0.015	**
SAE 3	3.38	3.02	3.79	0.000	***	2.36	1.79	3.11	0.002	***	2.52	2.24	2.85	0.000	***
SAE 4	1.85	1.23	2.79	0.012	**	1.02	0.15	6.80	0.973		1.03	0.41	2.59	0.941	

*** p<0.01, ** p<0.05, * p<0.1

- (1) 3 patients did not want to disclose their gender
- (2) 2 patients did not report their race
- (3) 1 patient did not disclose sexual orientation
- (4) 1 patient did not respond the question
- (5) 2 patients did not remember the wait time from last visit