

Factors Associated with Highest Patient Satisfaction at Central Hospital

	Univariable Analysis N=410				Multivariable Analysis N=395				Multivariable Analysis N=409			
	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
<i>Patient's characteristics</i>												
Age group												
18-25 years old	1				1							
26-35 years old	1.29	0.50	3.32	0.592	1.69	0.59	4.87	0.332				
36-45 years old	1.57	0.64	3.83	0.326	2.04	0.72	5.78	0.179				
46-55 years old	1.62	0.61	4.28	0.334	2.27	0.72	7.15	0.162				
More than 55 years old	1.41	0.45	4.47	0.555	1.95	0.48	7.93	0.350				
Gender (1)												
Women	1				1							
Men	0.91	0.55	1.50	0.717	0.73	0.38	1.41	0.344				
Education												
Illiterate or incomplete primary education	1				1							
Complete primary education	1.89	0.86	4.16	0.112	1.43	0.58	3.54	0.435				
Complete secondary education	1.32	0.69	2.55	0.405	0.97	0.45	2.09	0.936				
Complete tertiary education or higher	2.09	0.91	4.84	0.084 *	1.50	0.51	4.44	0.461				
Race												
Black	1				1							
Mulatto	1.29	0.43	3.92	0.648	0.79	0.23	2.69	0.709				
White	0.93	0.25	3.46	0.914	0.50	0.12	2.12	0.344				
Asian	3.00	0.50	17.95	0.229	1.55	0.21	11.58	0.671				
Indigenous	1	(omitted)			-	(omitted)						
Sexual orientation (2)												
Heterosexual	1				1							
Homosexual	1.27	0.70	2.30	0.426	1.41	0.64	3.11	0.392				
Bisexual	1.22	0.53	2.81	0.645	1.78	0.62	5.13	0.283				
Monthly income												
No income	1				1				1			
R\$500 or less	0.59	0.19	1.89	0.377	0.95	0.22	4.16	0.947	0.43	0.13	1.44	0.169
More than R\$ 500 and up to R\$ 1,000	0.66	0.35	1.25	0.205	1.18	0.40	3.46	0.761	0.54	0.27	1.06	0.072 *
More than R\$ 1,000 and up to R\$ 2,000	1.17	0.60	2.30	0.649	1.73	0.60	4.98	0.309	0.87	0.42	1.82	0.719
More than R\$ 2,000	0.92	0.37	2.27	0.857	-	(omitted)			0.59	0.22	1.59	0.299
Place of residence												
Manaus	1				1				1			
Outside of Manaus	1.23	0.65	2.33	0.517	2.01	0.93	4.37	0.078 *	1.98	0.96	4.09	0.064 *
<i>Health center characteristics</i>												
Commute time to health center (3)												
Less than 30 minutes	1				1				1			
30 minutes to 1 hour	0.50	0.26	0.96	0.038 **	0.55	0.26	1.16	0.118	0.55	0.28	1.12	0.099 *
More than 1 hour	0.42	0.22	0.77	0.005 ***	0.48	0.23	1.02	0.056 *	0.48	0.23	0.98	0.044 **
Convenience of health center's location												
Inconvenient/Very inconvenient	1				1				1			
More or less	0.45	0.13	1.56	0.208	0.40	0.11	1.46	0.164	0.44	0.12	1.58	0.210
Convenient/Very convenient	2.58	1.17	5.66	0.018 **	2.37	1.00	5.61	0.050 *	2.49	1.07	5.77	0.034 **
Waiting time												
Less than 30 minutes	1				1				1			
30 minutes to 1 hour	0.61	0.25	1.48	0.276	0.89	0.32	2.48	0.816	0.80	0.30	2.13	0.651
1-2 hours	0.57	0.23	1.39	0.215	0.90	0.32	2.53	0.843	0.80	0.30	2.13	0.650
2-3 hours	0.45	0.18	1.16	0.098 *	0.59	0.20	1.76	0.347	0.59	0.21	1.66	0.318
More than 3 hours	0.46	0.18	1.15	0.097 *	0.71	0.25	2.06	0.531	0.65	0.23	1.79	0.400
Time to reschedule a missed appointment												
A week (7 days) or less	1				1							
Between 1 week and 1 month (30 days)	2.44	0.29	20.18	0.408	1.85	0.20	17.13	0.590				
More than 1 month	2.48	0.31	19.75	0.391	1.84	0.20	16.62	0.586				
Respectful treatment from nurses												
No	1				1				1			
Yes	1.30	0.70	2.40	0.409	1.29	0.66	2.54	0.461	1.26	0.66	2.43	0.483
Respectful treatment from doctors												
No	1				1				1			
Yes	5.10	0.67	38.56	0.115	4.60	0.55	38.10	0.157	5.23	0.66	41.67	0.118

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

- (1) 2 patients did not disclose gender
- (2) 1 patient did not disclose sexual orientation
- (3) 1 patient did not answer the question