

**Factors Associated with Highest Patient Satisfaction at Decentralized Health Units**

Weighted analysis using sampling weights to reflect the real distribution of patient population across SAEs

	Univariable Analysis N=402				Multivariable Analysis N=397			Multivariable Analysis N=400							
	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 Odds Ratios	95% CI		p-value	Adjusted Odds Ratios	95% CI		p-value	Adjusted Odds Ratios	95% CI		p-value			
<b><u>Patient's characteristics</u></b>															
<b>Age group</b>															
18-25 years old	1				1										
26-35 years old	0.89	0.56	1.40	0.516	0.79	0.74	0.83	0.001	***						
36-45 years old	1.07	0.50	2.31	0.818	0.68	0.43	1.08	0.077	*						
46-55 years old	0.98	0.56	1.71	0.928	1.24	0.56	2.75	0.458							
More than 55 years old	0.93	0.30	2.86	0.872	1.71	0.20	14.76	0.488							
<b>Gender (1)</b>															
Women	1				1										
Men	1.71	1.56	1.86	0.000	***	0.62	0.47	0.83	0.013	**					
<b>Education</b>															
Illiterate or incomplete primary education	1				1					1					
Complete primary education	1.79	1.74	1.84	0.000	***	3.54	1.01	12.38	0.049	**	2.66	1.60	4.42	0.006	***
Complete secondary education	2.50	1.52	4.11	0.007	***	3.06	1.37	6.81	0.021	**	2.41	1.24	4.69	0.021	**
Complete tertiary education or higher	3.71	1.86	7.39	0.006	***	2.27	1.41	3.65	0.012	**	2.13	1.22	3.69	0.019	**
<b>Race (2)</b>															
Black	1				1										
Mulatto	1.42	0.43	4.66	0.460	1.00	0.40	2.52	0.998							
White	2.08	0.47	9.21	0.245	1.08	0.77	1.51	0.535							
Asian	4.30	0.37	49.75	0.173	1.79	0.47	6.75	0.258							
Indigenous	1.25	0.89	1.75	0.138	0.50	0.08	3.13	0.316							
<b>Sexual orientation</b>															
Heterosexual	1				1					1					
Homosexual	1.96	1.46	2.64	0.003	***	2.96	1.53	5.75	0.014	**	2.26	1.56	3.26	0.004	***
Bisexual	1.38	0.97	1.98	0.066	*	1.73	1.48	2.02	0.001	***	1.23	0.83	1.81	0.215	
<b>Monthly income</b>															
No income	1				1					1					
R\$500 or less	2.25	1.45	3.50	0.007	***	2.95	1.99	4.38	0.003	***	2.52	1.64	3.87	0.004	***
More than R\$ 500 and up to R\$ 1,000	1.94	1.54	2.44	0.001	***	1.87	1.14	3.06	0.028	**	1.65	0.94	2.92	0.070	*
More than R\$ 1,000 and up to R\$ 2,000	2.63	1.80	3.83	0.002	***	2.64	1.89	3.67	0.003	***	2.35	2.03	2.72	0.000	***
More than R\$ 2,000	5.71	5.37	6.08	0.000	***	6.67	3.76	11.83	0.002	***	5.52	3.70	8.26	0.000	***
<b>Place of residence</b>															
Manaus	1				1										
Outside of Manaus	1.32	0.51	3.44	0.460	2.67	1.10	6.48	0.038	**						
<b><u>Health center characteristics</u></b>															
<b>Commute time to health center</b>															
Less than 30 minutes	1				1										
30 minutes to 1 hour	0.70	0.48	1.04	0.066	*	1.07	0.51	2.24	0.791						
More than 1 hour	0.45	0.24	0.86	0.026	**	0.74	0.40	1.36	0.212						
<b>Convenience of health center's location</b>															
Inconvenient/Very inconvenient	1				1										
More or less	1.86	0.11	32.12	0.578	1.00	0.07	15.02	0.997							
Convenient/Very convenient	9.05	3.18	25.78	0.004	***	5.26	1.08	25.68	0.045	**					
<b>Waiting time (3)</b>															
Less than 30 minutes	1				1					1					
30 minutes to 1 hour	0.52	0.31	0.86	0.022	**	0.51	0.23	1.10	0.068	*	0.51	0.29	0.92	0.033	**
1-2 hours	0.30	0.19	0.46	0.001	***	0.23	0.10	0.53	0.011	**	0.24	0.18	0.32	0.000	***
2-3 hours	0.33	0.24	0.45	0.001	***	0.29	0.15	0.59	0.011	**	0.32	0.21	0.50	0.002	***
More than 3 hours	0.08	0.06	0.12	0.000	***	0.07	0.06	0.07	0.000	***	0.08	0.05	0.12	0.000	***
<b>Time to reschedule a missed appointment</b>															
A week (7 days) or less	1				1										
Between 1 week and 1 month (30 days)	0.46	0.29	0.75	0.012	**	0.49	0.46	0.52	0.000	***					
More than 1 month	0.70	0.58	0.85	0.007	***	0.60	0.17	2.08	0.285						
<b>Respectful treatment from nurses</b>															
No	1				1					1					
Yes	1.73	1.28	2.32	0.007	***	3.18	0.92	10.95	0.059	*	3.64	2.48	5.35	0.001	***
<b>Respectful treatment from doctors</b>															
No	1				1										
Yes	2.00	1.18	3.38	0.022	**	1.53	0.60	3.92	0.244						
<b>SAE</b>															
SAE 1	1				1					1					
SAE 2	3.51	3.19	3.87	0.000	***	1.98	1.31	2.99	0.014	**	2.48	1.84	3.33	0.001	***
SAE 3	2.37	1.19	4.70	0.025	**	1.20	0.80	1.79	0.247		1.60	0.96	2.67	0.063	*
SAE 4	1.29	0.91	1.85	0.115		0.30	0.27	0.33	0.000	***	0.53	0.46	0.60	0.000	***

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

(1) 1 patient did not disclose gender

(2) 2 patients did not report race

(3) 2 patients did not remember the waiting time from last visit