

| Effect of Patient Satisfaction on Adherence to ART (Central Hospital and Decentralized Health Units) | Univariable Analysis N=502 (A) | | | | Multivariable Analysis Effect of Overall Satisfaction N=499 | | | | |
|---|-----------------------------------|------------|---------|----|--|------------|---------|-----|--|
| | Analysis of individual factors | | | | Multi-level model including all patient and health center characteristics as control variables | | | | |
| | Crude Odds Ratios | 95% CI | p-value | | Adjusted Odds Ratios | 95% CI | p-value | | |
| Overall Satisfaction with health center (A) | | | | | | | | | |
| Very satisfied | 1.83 | 1.02 3.29 | 0.042 | ** | 1.99 | 1.02 3.89 | 0.043 | ** | |
| Otherwise | 1 | | | | 1 | | | | |
| <u>Patient's characteristics</u> | | | | | | | | | |
| Age group | | | | | | | | | |
| 18-25 years old | 1 | | | | 1 | | | | |
| 26-35 years old | 1.42 | 0.72 2.77 | 0.309 | | 2.02 | 0.93 4.35 | 0.074 | * | |
| 36-45 years old | 1.70 | 0.86 3.34 | 0.125 | | 3.28 | 1.39 7.73 | 0.007 | *** | |
| 46-55 years old | 3.18 | 1.29 7.86 | 0.012 | ** | 5.69 | 1.95 16.62 | 0.001 | *** | |
| More than 55 years old | 5.77 | 1.26 26.48 | 0.024 | ** | 11.91 | 2.07 68.50 | 0.006 | *** | |
| Gender (1) | | | | | | | | | |
| Women | 1 | | | | 1 | | | | |
| Men | 1.17 | 0.73 1.89 | 0.513 | | 0.82 | 0.44 1.53 | 0.537 | | |
| Education | | | | | | | | | |
| Primary education or less | 1 | | | | 1 | | | | |
| Secondary education or higher | 1.09 | 0.67 1.76 | 0.734 | | 0.90 | 0.51 1.60 | 0.729 | | |
| Race (2) | | | | | | | | | |
| Black | 1 | | | | 1 | | | | |
| Mulatto | 1.05 | 0.39 2.86 | 0.923 | | 1.02 | 0.34 3.00 | 0.977 | | |
| White | 1.86 | 0.54 6.47 | 0.327 | | 1.82 | 0.47 6.94 | 0.383 | | |
| Asian | 0.65 | 0.10 4.23 | 0.654 | | 0.89 | 0.12 6.79 | 0.907 | | |
| Indigenous | 0.49 | 0.11 2.25 | 0.358 | | 0.49 | 0.09 2.63 | 0.404 | | |
| Sexual orientation | | | | | | | | | |
| Heterosexual | 1 | | | | 1 | | | | |
| Otherwise | 1.45 | 0.86 2.46 | 0.167 | | 1.99 | 0.97 4.08 | 0.061 | * | |
| Employment | | | | | | | | | |
| Employed | 1 | | | | 1 | | | | |
| Self-employed | 1.01 | 0.47 2.17 | 0.986 | | 0.85 | 0.35 2.11 | 0.732 | | |
| Unemployed without income | 0.50 | 0.28 0.89 | 0.020 | ** | 0.63 | 0.22 1.87 | 0.409 | | |
| Unemployed with financial support | 0.53 | 0.26 1.07 | 0.076 | * | 0.69 | 0.29 1.64 | 0.396 | | |
| Retired | 2.69 | 0.61 11.93 | 0.192 | | 2.30 | 0.45 11.84 | 0.318 | | |
| Monthly income | | | | | | | | | |
| No income | 1 | | | | 1 | | | | |
| R\$500 or less | 2.43 | 0.95 6.22 | 0.064 | * | 1.71 | 0.42 6.94 | 0.451 | | |
| More than R\$ 500 and up to R\$ 1,000 | 1.41 | 0.79 2.50 | 0.245 | | 0.78 | 0.26 2.32 | 0.652 | | |
| More than R\$ 1,000 and up to R\$ 2,000 | 2.36 | 1.17 4.78 | 0.017 | ** | 1.30 | 0.44 3.90 | 0.634 | | |
| More than R\$ 2,000 | 2.33 | 0.91 5.97 | 0.079 | * | (omitted) | | | | |
| Place of residence | | | | | | | | | |
| Manaus | 1 | | | | 1 | | | | |
| Outside of Manaus | 0.92 | 0.46 1.85 | 0.82 | | 1.04 | 0.45 2.42 | 0.926 | | |
| <u>Health center characteristics</u> | | | | | | | | | |
| Commute time to health center (3) | | | | | | | | | |
| Less than 30 minutes | 1 | | | | 1 | | | | |
| 30 minutes to 1 hour | 0.88 | 0.48 1.64 | 0.693 | | 0.90 | 0.45 1.80 | 0.771 | | |
| More than 1 hour | 0.90 | 0.49 1.65 | 0.743 | | 1.00 | 0.48 2.08 | 0.990 | | |
| Convenience of health center's location | | | | | | | | | |
| Inconvenient/Very inconvenient | 1 | | | | 1 | | | | |
| More or less | 1.27 | 0.47 3.43 | 0.644 | | 1.33 | 0.45 3.93 | 0.611 | | |
| Convenient/Very convenient | 0.85 | 0.40 1.82 | 0.684 | | 0.55 | 0.23 1.32 | 0.182 | | |
| Waiting time | | | | | | | | | |
| Less than 30 minutes | 1 | | | | 1 | | | | |
| 30 minutes to 1 hour | 1.33 | 0.62 2.85 | 0.458 | | 1.76 | 0.75 4.16 | 0.195 | | |
| 1-3 hours | 1.02 | 0.49 2.11 | 0.964 | | 1.63 | 0.70 3.82 | 0.257 | | |
| More than 3 hours | 1.02 | 0.44 2.36 | 0.959 | | 1.77 | 0.67 4.67 | 0.251 | | |
| Time to reschedule a missed appointment | | | | | | | | | |
| A week (7 days) or less | 1 | | | | 1 | | | | |
| Between 1 week and 1 month (30 days) | 0.51 | 0.24 1.11 | 0.091 | * | 0.64 | 0.26 1.58 | 0.337 | | |
| More than 1 month | 0.77 | 0.37 1.62 | 0.491 | | 1.40 | 0.53 3.74 | 0.499 | | |
| Respectful treatment from health professionals | | | | | | | | | |
| No | 1 | | | | 1 | | | | |
| Yes | 1.46 | 0.85 2.49 | 0.169 | | 1.30 | 0.71 2.38 | 0.397 | | |
| Health Center | | | | | | | | | |
| FMT | 1 | | | | 1 | | | | |
| SAEs | 1.77 | 1.07 2.92 | 0.025 | ** | 0.26 | 0.02 3.22 | | | |

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

Multi-variate model: LR test vs. logistic model: chibar2(01) = 4.12 Prob >= chibar2 = 0.0212

(A) There was information on last viral load test for 502 patients who had been exposed to ART for at least one year

(1) 1 patient did not disclose gender

(2) 1 patient did not report race

(3) 1 patient did not respond the question