

Appendix 1: Items used to create dependent variables of interest (continuity of care, quality of care and patient empowerment)

Dimension and types	Definition	Item name, question and scale	Source
Continuity of care			
Relational continuity	Ongoing therapeutic patient-physician relationship (19,20)	Concentrated care with regular provider (1 item) <i>Thinking of the past 12 months, when you went to see your regular doctor, how often were you taken care of by the same doctor? (Always, usually, sometimes, rarely, never)</i>	Shi, Starfield and Xu (55)
		Accumulated knowledge of the patient's medical history (1 item) <i>How would you rate your regular doctor's knowledge of your entire medical history? (Excellent, very good, good, fair, poor)</i>	Adapted from the ACES (56)
Informational continuity	Sharing and use of information on patients' past clinical events and personal circumstances (19,20)	Information transfer across care levels (1 item) <i>In the last 12 months, how often did your regular doctor seem informed and up-to date about the care you received from any specialist doctors? (Always, usually, sometimes, rarely, never)</i>	Short form of the ACES (56)
Management continuity	Provision of different services in a coherent way and responsive to patients changing needs (19,20)	No duplication of tests or procedures (1 item) <i>Over the past 12 months, how many times did medical tests or procedures seem to be repeated unnecessarily? (Number of times)</i> Primary care follow up after specialist visit (1 item) <i>Thinking of the most recent time you saw or talked to a specialist, did you have a follow-up appointment with your regular doctor to talk about those health issues? (Yes; no, I haven't been back to my regular family doctor's office or medical clinic; no, my doctor never brought it up; no, there is another reason)</i>	Adapted from the CSE-PHC (57) Short form of the ACES (56)

Dimension and types	Definition	Item name, question and scale	Source
Quality of care	Rating of quality in primary health care	Quality of care received from regular provider (1 item) <i>Overall, how do you rate the quality of primary health care that you have received in the past 12 months from your regular doctor? (Excellent, very good, good, fair, poor)</i>	Adapted from the CSE-PHC (57)
Patient empowerment	Patients are given a sense that they have the ability to affect their health outcomes (24)	Patient empowerment (6 items) † <i>In the past 12 months how often did your doctor praise you for how you were taking care of your health? (Never, rarely, sometimes, usually, always)*</i> <i>How often did your doctor help you feel that sticking with your treatment would make a difference? (Never, rarely, sometimes, usually, always)*</i> <i>How often did your doctor help you feel that your everyday activities such as diet and lifestyle make a difference in your health? (Never, rarely, sometimes, usually, always)*</i> <i>How often did your doctor help you feel confident about your ability to take care of your health? (Never, rarely, sometimes, usually, always)*</i> <i>How often did your doctor give you a sense of control over your health? (Never, rarely, sometimes, usually, always)*</i> <i>How often did your doctor help you feel you can prevent some health problems? (Never, rarely, sometimes, usually, always)*</i>	Adapted from the interpersonal processes of care survey (58)

Note. A higher score = more of the concept; * Scale reversed so higher score is better; † All items of this dimension were combined to create a scale, i.e. one variable; ACES, Ambulatory Care Experiences Survey; CSE-PHC, Canadian Survey of Experiences with Primary Health Care. The full patient experience questionnaire is available upon request at: info@spor-bcphcrn.ca