**Supplemental Table 1. Frequency of 5-Star Ratings Per Press Ganey Question**

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| **Press Ganey Question** | **5-Star Rating (%)** | **<5-Star Rating (%)** |
| Overall rating of care received during your visit | 1,764 (69) | 794 (31) |
| Likelihood of recommending this care provider to others | 8,216 (79) | 2,242 (21) |
| Likelihood of your recommending our practice to others | 8,294 (79) | 2,214 (21) |
| Your confidence in this care provider | 8,223 (78) | 2,333 (22) |
| Extent to which the main reason for this visit was addressed to your satisfaction | 1,702 (67) | 840 (33) |
| Opportunity physician gave you to explain the reasons for your visit | 1,649 (67) | 797 (33) |
| Amount of time the care provider spent with you | 6,640 (63) | 3,916 (37) |
| Degree to which care provider talked with you using words you could understand | 8,070 (77) | 2,430 (23) |
| Explanations the care provider gave you about your problem or condition | 7,764 (73) | 2,831 (27) |
| Care provider's efforts to include you in decisions about your treatment | 7,400 (72) | 2,887 (28) |
| Provider's explanation of what to do if problems or symptoms continued, got worse or came back | 1,456 (64) | 828 (36) |
| Instructions the care provider gave you about follow-up care (if any) | 6,297 (68) | 2,947 (32) |
| Degree to which the care provider treated you with respect and dignity | 1,942 (77) | 578 (23) |
| Friendliness/courtesy of care provider | 8,327 (78) | 2,326 (22) |
| Concern the care provider showed for your questions or worries | 7,583 (72) | 2,980 (28) |
| Our sensitivity to your needs | 7,052 (68) | 3,280 (32) |