**Supplemental Digital Content, Table 2. Effects of burnout on patient satisfaction**

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| --- | --- | --- | --- | --- | --- | --- |
| **Patient Satisfaction** | **Model 1**  **Unadjusted** | | **Model 2**  **Adjusted for Hospital Characteristics** | | **Model 3**  **Adjusted for Hospital Characteristics and Work Environment** | |
|  | **β (95% CI)** | **P** | **β (95% CI)** | **P** | **β (95% CI)** | **P** |
| **Patients gave a rating of 9 or 10** | |  |  |  |  |  |
| Burnout | -1.12 (-1.63, -0.61) | <.001 | -0.89 (-1.40, -0.39) | <.001 | 0.33 (-0.17, 0.83) | .199 |
| Work environment | -- |  | -- |  | 5.13 (4.17, 6.11) | <.001 |
| **Patients would definitely recommend** | |  |  |  |  |  |
| Burnout | -1.29 (-1.88, -0.69) | <.001 | -0.95 (-1.52, -0.38) | .001 | 0.49 (-0.08, 1.07) | .090 |
| Work environment | -- |  | -- |  | 6.08 (4.98, 7.19) | <.001 |
| **Nurses always communicated well** | |  |  |  |  |  |
| Burnout | -0.35 (-0.64, -0.06) | 0.018 | -0.40 (-0.67, -0.13) | .003 | 0.22 (-0.05, 0.50) | .110 |
| Work environment | -- |  | -- |  | 2.62 (2.10, 3.15) | <.001 |

Abbreviations: CI = confidence interval, β = linear regression coefficient.

*Note.* Burnout represents a 10% increase in the percentage of nurses with high burnout in a hospital. Hospital characteristics include: bed size, teaching status, technology status, state, and urban/rural. Work environment is categorized as poor, mixed and best; therefore, the estimates reflect the change in patient satisfaction score when the work environment improves from poor to mixed or mixed to best. Work environment was created from PES-NWI.