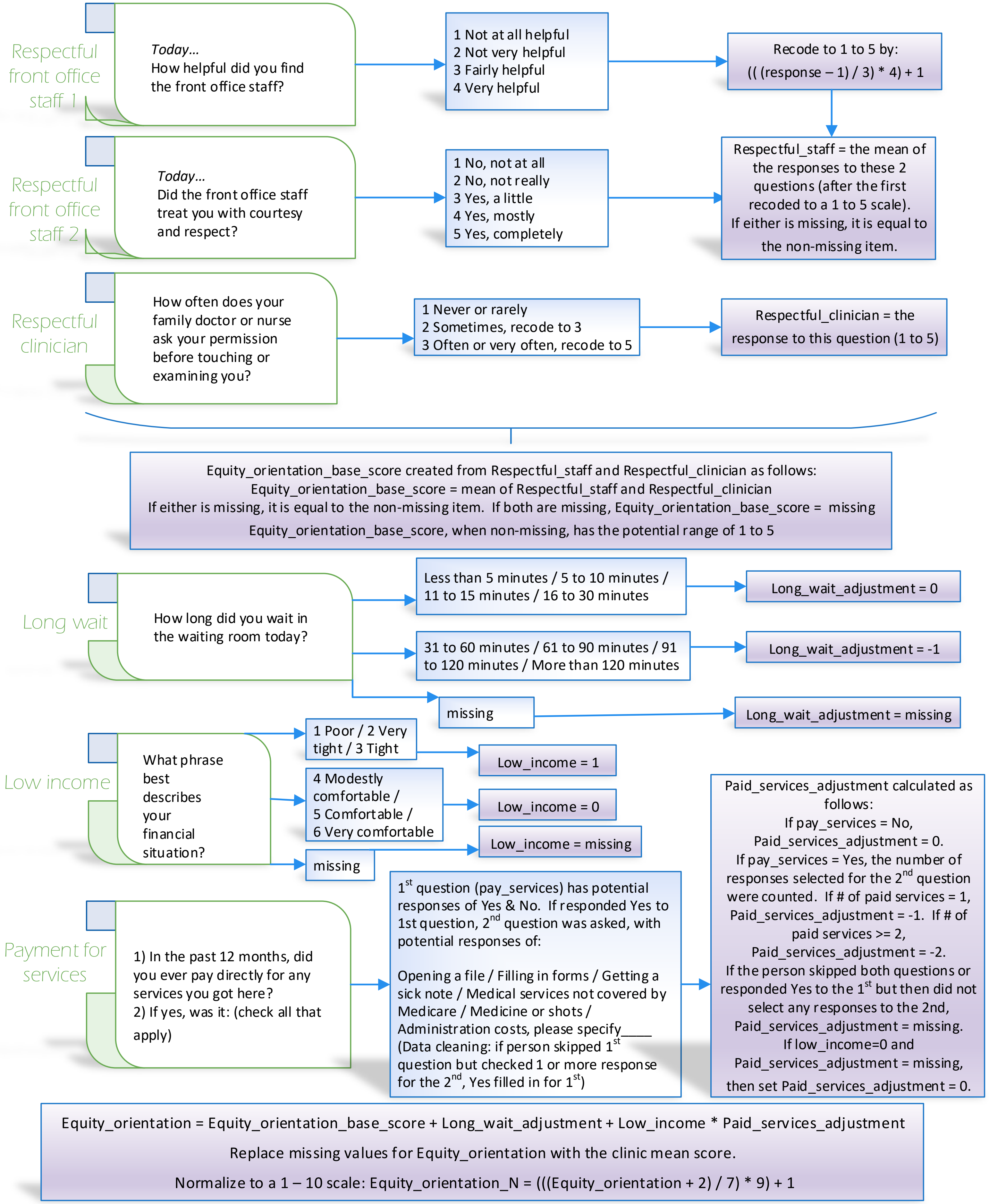
# Equity orientation



Respectful front office staff 1

*Today…*
How helpful did you find the front office staff?

1 Not at all helpful
2 Not very helpful
3 Fairly helpful
4 Very helpful

Recode to 1 to 5 by:
(( (response – 1) / 3) * 4) + 1

Respectful front office staff 2

*Today…*
Did the front office staff treat you with courtesy and respect?

1 No, not at all
2 No, not really
3 Yes, a little
4 Yes, mostly
5 Yes, completely

Respectful_staff = the mean of the responses to these 2 questions (after the first recoded to a 1 to 5 scale).
If either is missing, it is equal to the non-missing item.

Respectful clinician

How often does your family doctor or nurse ask your permission before touching or examining you?

1 Never or rarely
2 Sometimes, recode to 3
3 Often or very often, recode to 5

Respectful_clinician = the response to this question (1 to 5)

Equity_orientation_base_score created from Respectful_staff and Respectful_clinician as follows:
Equity_orientation_base_score = mean of Respectful_staff and Respectful_clinician
If either is missing, it is equal to the non-missing item. If both are missing, Equity_orientation_base_score = missing
Equity_orientation_base_score, when non-missing, has the potential range of 1 to 5

Long wait

How long did you wait in the waiting room today?

Less than 5 minutes / 5 to 10 minutes / 11 to 15 minutes / 16 to 30 minutes

Long_wait_adjustment = 0

31 to 60 minutes / 61 to 90 minutes / 91 to 120 minutes / More than 120 minutes

Long_wait_adjustment = -1

missing

Long_wait_adjustment = missing

Low income

What phrase best describes your financial situation?

1 Poor / 2 Very tight / 3 Tight

Low_income = 1

4 Modestly comfortable / 5 Comfortable / 6 Very comfortable

Low_income = 0

missing

Low_income = missing

Payment for services

1) In the past 12 months, did you ever pay directly for any services you got here?
2) If yes, was it: (check all that apply)

1st question (pay_services) has potential responses of Yes & No. If responded Yes to 1st question, 2nd question was asked, with potential responses of:

Opening a file / Filling in forms / Getting a sick note / Medical services not covered by Medicare / Medicine or shots / Administration costs, please specify____
(Data cleaning: if person skipped 1st question but checked 1 or more response for the 2nd, Yes filled in for 1st)

Paid_services_adjustment calculated as follows:
If pay_services = No, Paid_services_adjustment = 0.
If pay_services = Yes, the number of responses selected for the 2nd question were counted. If # of paid services = 1, Paid_services_adjustment = -1. If # of paid services >= 2, Paid_services_adjustment = -2.
If the person skipped both questions or responded Yes to the 1st but then did not select any responses to the 2nd, Paid_services_adjustment = missing.
If low_income=0 and Paid_services_adjustment = missing, then set Paid_services_adjustment = 0.

Equity_orientation = Equity_orientation_base_score + Long_wait_adjustment + Low_income * Paid_services_adjustment

Replace missing values for Equity_orientation with the clinic mean score.

Normalize to a 1 – 10 scale: Equity_orientation_N = (((Equity_orientation + 2) / 7) * 9) + 1