**Table 1    Sources and classification of several indicators**

| | Sources | Classification |
|---|---|---|
| **BMI** | All subjects were asked to remove any footwear, hats, and heavy clothing before height and weight were measured. Height was measured to the nearest 0.1 cm, while weight was measured to the nearest 0.1 kg. BMI was calculated by dividing body weight (in kilograms) by the square of height (in meters). | Normal weight or underweight was defined as BMI < 24.0 kg/m$^2$; Overweight was defined as 24.0 ≤ BMI < 28 kg/m$^2$; Obesity was defined as BMI ≥ 28.0 kg/m$^2$ |
| **Common chronic disease** | Self-reported of having hypertension, hyperlipidemia, diabetes or some common digestive disorders such as gastroenteritis, gastric/duodenal ulcers, esophagitis, hepatitis were classified as "Yes" in common chronic disease. | Yes or NO |
| **Endoscopy in the previous year** | Self-reported of having endoscopic examination in the last year. | Yes or NO |

## Table 2    Components of the PSQ-18

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**SHORT-FORM PATIENT SATISFACTION QUESTIONNAIRE (PSQ-18)**

**These next questions are about how you feel about the medical care you receive.**

On the following pages are some things people say about medical care.  Please read each one carefully, keeping in mind the medical care you are receiving now.  (If you have not received care recently, think about what you would expect if you needed care today.)  We are interested in your feelings, good and bad, about the medical care you have received.

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

|  | Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| 1. Doctors are good about explaining the reason for medical tests ..................... | 1 | 2 | 3 | 4 | 5 |
| 2. I think my doctor's office has everything needed to provide complete medical care ....................... | 1 | 2 | 3 | 4 | 5 |
| 3. The medical care I have been receiving is just about perfect ............. | 1 | 2 | 3 | 4 | 5 |
| 4. Sometimes doctors make me wonder if their diagnosis is correct .................. | 1 | 2 | 3 | 4 | 5 |
| 5. I feel confident that I can get the medical care I need without being set back financially ................................... | 1 | 2 | 3 | 4 | 5 |
| 6. When I go for medical care, they are careful to check everything when treating and examining me ................. | 1 | 2 | 3 | 4 | 5 |
| 7. I have to pay for more of my medical care than I can afford ......................... | 1 | 2 | 3 | 4 | 5 |
| 8. I have easy access to the medical specialists I need ................................ | 1 | 2 | 3 | 4 | 5 |

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How strongly do you AGREE or DISAGREE with <u>each</u> of the following statements?

(Circle One Number on Each Line)

| | Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| 9. Where I get medical care, people have to wait too long for emergency treatment .......................... | 1 | 2 | 3 | 4 | 5 |
| 10. Doctors act too businesslike and impersonal toward me ...................... | 1 | 2 | 3 | 4 | 5 |
| 11. My doctors treat me in a very friendly and courteous manner ...................... | 1 | 2 | 3 | 4 | 5 |
| 12. Those who provide my medical care sometimes hurry too much when they treat me ............................................. | 1 | 2 | 3 | 4 | 5 |
| 13. Doctors sometimes ignore what I tell them .................................................. | 1 | 2 | 3 | 4 | 5 |
| 14. I have some doubts about the ability of the doctors who treat me ................ | 1 | 2 | 3 | 4 | 5 |
| 15. Doctors usually spend plenty of time with me ............................................. | 1 | 2 | 3 | 4 | 5 |
| 16. I find it hard to get an appointment for medical care right away ...................... | 1 | 2 | 3 | 4 | 5 |
| 17. I am dissatisfied with some things about the medical care I receive ......... | 1 | 2 | 3 | 4 | 5 |
| 18. I am able to get medical care whenever I need it .............................. | 1 | 2 | 3 | 4 | 5 |

**Table 3    Instruction for Scoring the PSQ- 18**

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<u>Instructions for Scoring the PSQ-18</u>

    The PSQ-18 yields separate scores for each of seven different subscales: General Satisfaction (Items 3 and 17); Technical Quality (Items 2, 4, 6, and 14); Interpersonal Manner (Items 10 and 11); Communication (Items 1 and 13); Financial Aspects (Items 5 and 7); Time Spent with Doctor (Items 12 and 15); Accessibility and Convenience (Items 8, 9, 16, and 18).

    Some PSQ-18 items are worded so that agreement reflects satisfaction with medical care, whereas other items are worded so that agreement reflects dissatisfaction with medical care. All items should be scored so that high scores reflect satisfaction with medical care (see Appendix B Table 1). After item scoring, items within the same subscale should be averaged together to create the 7 subscale scores.

    We recommend that items left blank by respondents (missing data) be ignored when calculating scale scores. In other words, scale scores represent the average for all items in the scale that were answered.

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Appendix B Table 1
<u>Scoring Items</u>

| Item Numbers | Original Response Value | | Scored Value |
|---|---|---|---|
| 1, 2, 3, 5, 6, 8, 11, 15, 18 | 1 | ------------------> | 5 |
| | 2 | ------------------> | 4 |
| | 3 | ------------------> | 3 |
| | 4 | ------------------> | 2 |
| | 5 | ------------------> | 1 |
| 4, 7, 9, 10, 12, 13, 14, 16, 17 | 1 | ------------------> | 1 |
| | 2 | ------------------> | 2 |
| | 3 | ------------------> | 3 |
| | 4 | ------------------> | 4 |
| | 5 | ------------------> | 5 |

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Appendix B Table 2

Creating Scale Scores

| Scale | Average These Items |
|---|---|
| General Satisfaction | 3, 17 |
| Technical Quality | 2, 4, 6, 14 |
| Interpersonal Manner | 10, 11 |
| Communication | 1, 13 |
| Financial Aspects | 5, 7 |
| Time Spent with Doctor | 12, 15 |
| Accessibility and Convenience | 8, 9, 16, 18 |

Note. Items within each scale are averaged after scoring as shown in Appendix Table 1.