

Table 1: Factor loadings (correlations) for report items.
(Final composite groupings indicated by boldface.)

Item	Factor Number				Description
	1	2	3	4	
05	.75	.38	.38	.55	Easy To Find Doctor
09	.68	.17	.33	.55	Doctor know important facts
12	.51	.50	.74	.30	See Specialist
14	.69	.25	.45	.68	Easy to get referral
17	.89	.55	.56	.13	Help through phone at Doctor office
18	.84	.44	.43	.22	Get help Monday – Friday
20	.92	.43	.56	.27	See Doctor as soon as wanted
22	.79	.27	.07	.25	Appointment as soon as wanted
23	.13	-.03	-.06	.72	Advised to diet And exercise
26	.57	.36	.75	-.23	Wait more than 30 minutes
27	.86	.55	.62	-.00	Office treat with courtesy
28	.94	.42	.49	.14	Office staff helpful
29	.96	.38	.47	.29	Doctor listen carefully
30	.92	.38	.46	.33	Doctor explain things
31	.92	.34	.51	.28	Doctor show respect
32	.95	.33	.41	.29	Doctor spend enough time
33	.94	.37	.40	.43	Doctor know medical history
35	.94	.38	.56	.26	Involved in decisions
37	.82	.48	.66	.47	Get tests and treatments
40	.25	.54	.81	.33	Get equipment from plan
42	.59	.51	.78	.38	Get therapy from plan
44	.45	.26	.46	.46	Get care and assistance from plan
46	.33	.36	.59	.10	Get prescription drugs
48	.15	.71	.36	-.18	Reasonable number of forms
50	.33	.80	.52	-.12	Approval and payments
52	.44	.94	.46	.05	Customer service without long wait
53	.54	.95	.44	.13	Information from customer service
54	.57	.93	.48	.13	Customer service helpful
70	.46	.68	.78	.41	Plan provide help, equipment, & services
71	.39	.29	.87	-.01	Flu shot
Smoke	.25	-.18	.28	.65	Advised To Quit Smoking

Table 2: Between-plan variation for rating items, report composites, and three report items, and summary for remaining individual report items.

	(1) <i>F</i> Overall	(2) <i>F</i> for Region	(3) <i>F</i> for MSA	(4) <i>F</i> for Region/ MSA	(5) <i>F</i> Within MSA	(6) (7) (8) Percent variance explained by: Region MSA Plan		
<i>Ratings</i>								
Plan	14.7***	3.5**	2.3***	1.5	7.6***	5.5	27.6	66.9
Care	6.4***	16.3***	3.4***	4.8***	2.7***	26.0	42.8	31.2
Doctor	5.8***	10.5***	2.4***	4.4**	3.0***	24.1	32.3	43.7
Specialist	3.8***	10.4***	2.3***	4.5***	2.0***	25.9	32.5	41.6
<i>Composites</i>								
Delivery	8.2***	17.2***	2.9***	5.9***	3.3***	34.2	30.6	35.2
Customer	9.2***	2.4*	2.6***	0.9	5.4***	0.7	37.5	61.8
Access	6.8***	8.2***	1.9**		3.7***	26.5	21.2	52.2
Advice	1.7***	4.6***	1.1	4.3**		34.7	10.3	55.0
				4.0**	1.4**			
<i>Individual items</i>								
Saw same doctor every time	7.6***	2.1*	1.0	2.1	7.1***	5.9	0.7	93.4
Diet/exercise	5.2***	8.8***	1.5*		3.6***	29.4	12.7	57.9
Filed Complaint	10.1***	7.6***	2.2*	5.7***	1.2	0.3	21.3	78.4
Complaint resolved	2.5***	1.5***	4.5***	1.8**	5.0***	33.5	0.0	66.5
<i>Summary of other individual items</i>								
Quartile 1	3.0***	2.9*	1.5	2.1	1.7***	10.9	17.1	36.9
Median	3.9***	7.9***	2.1**		1.9***	22.3	24.5	45.8
Quartile 3	5.0***	10.5***	2.3***	3.6**	2.6***	28.2	32.7	62.2

* p<.05
 ** p<.01
 *** p<.001