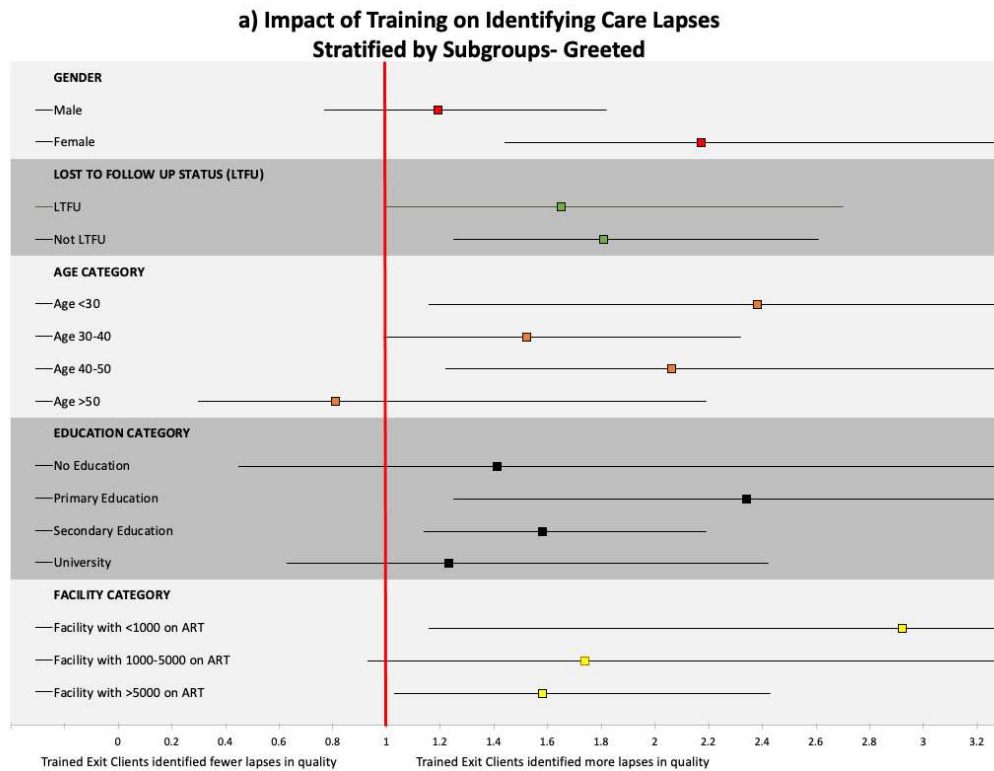
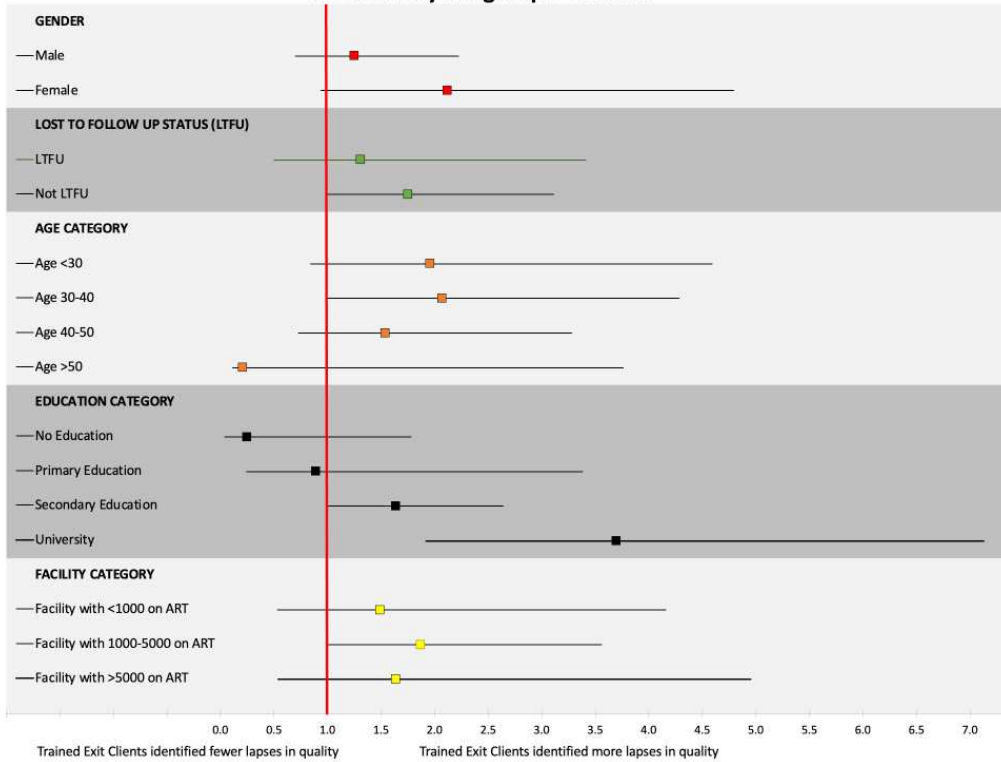


Supplementary Figure 1.

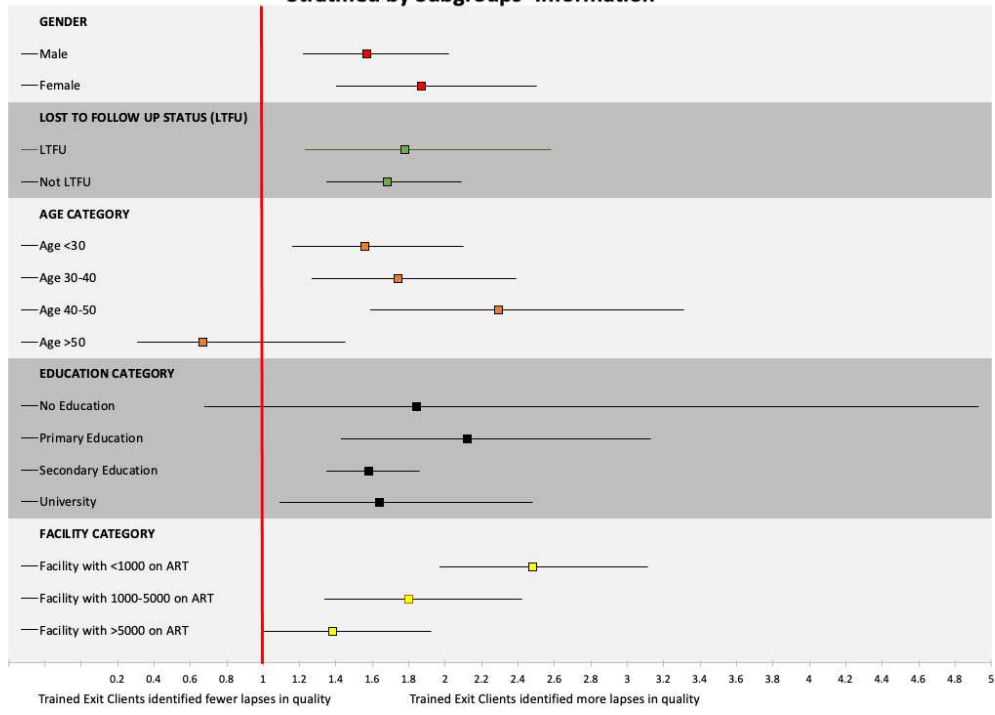
Impact of Training on Identifying Care Lapses Stratified by Subgroups for 10 questions. We observed some level of interaction for care status, age category, education category and facility size. Panel **a)** Greet you in a way that made you feel comfortable **b)** Listen to what you said **c)** Give you as much information about your health as you wanted **d)** Allowed you to ask questions, responded, happy q456 **e)** spend the right amount of time with you **f)** feel about the care you received today **g)** satisfied with all your HIV care providers today **h)** witnessed HIV care providers behaving rudely during my visit today **i)** lost lab results **j)** pick up meds



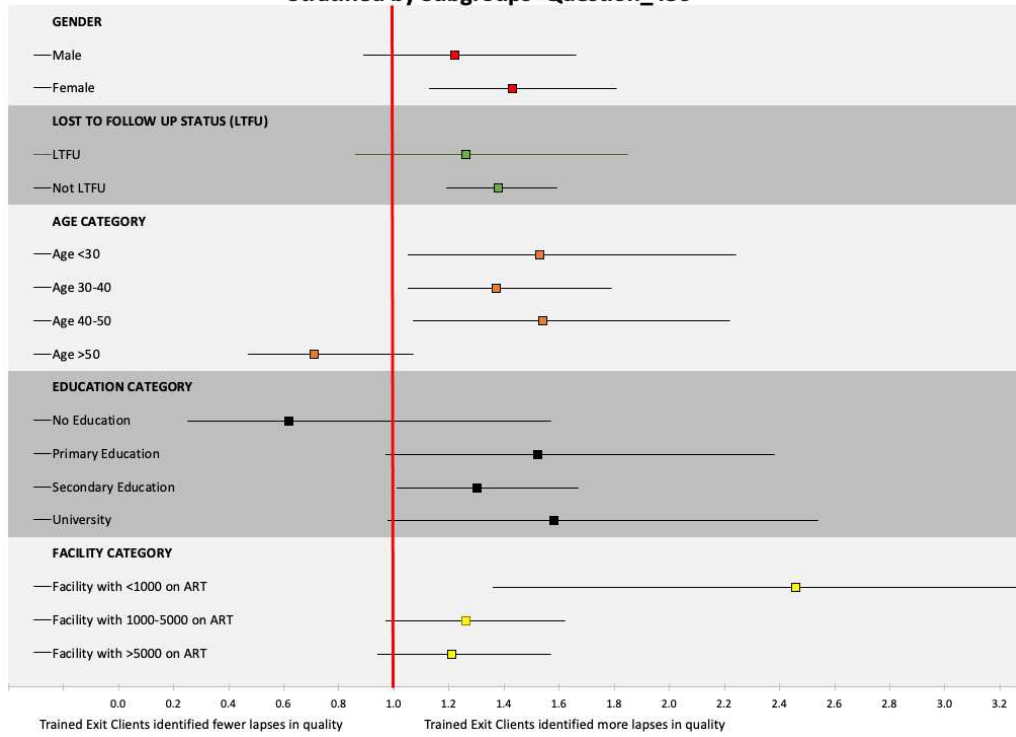
**b) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Listened**



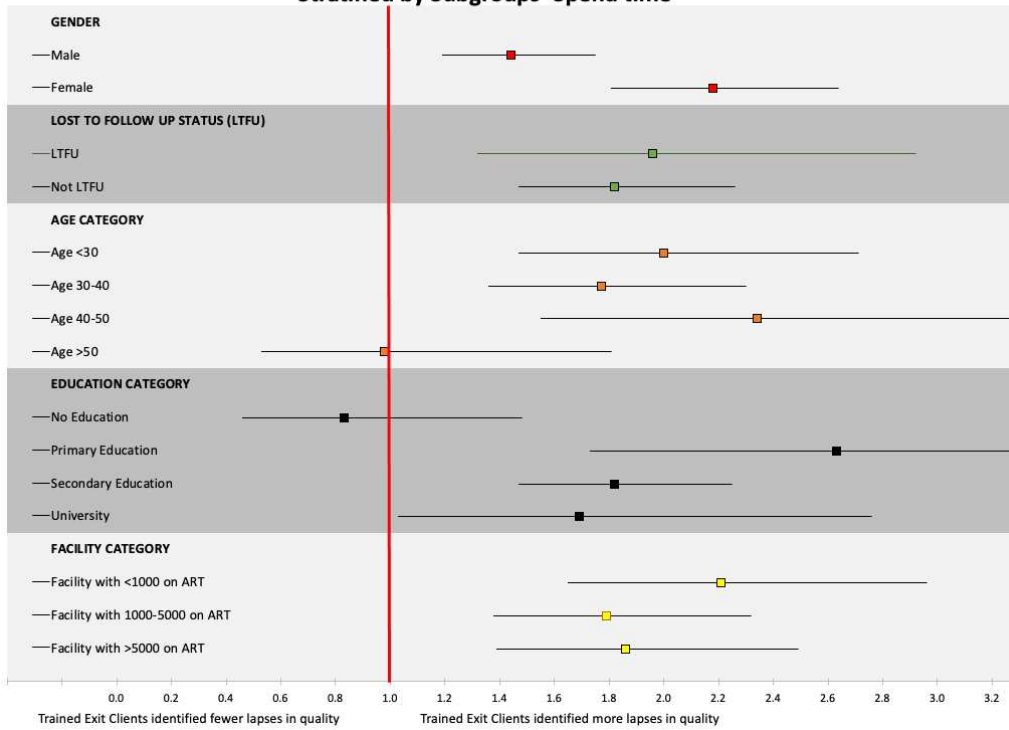
**c) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Information**



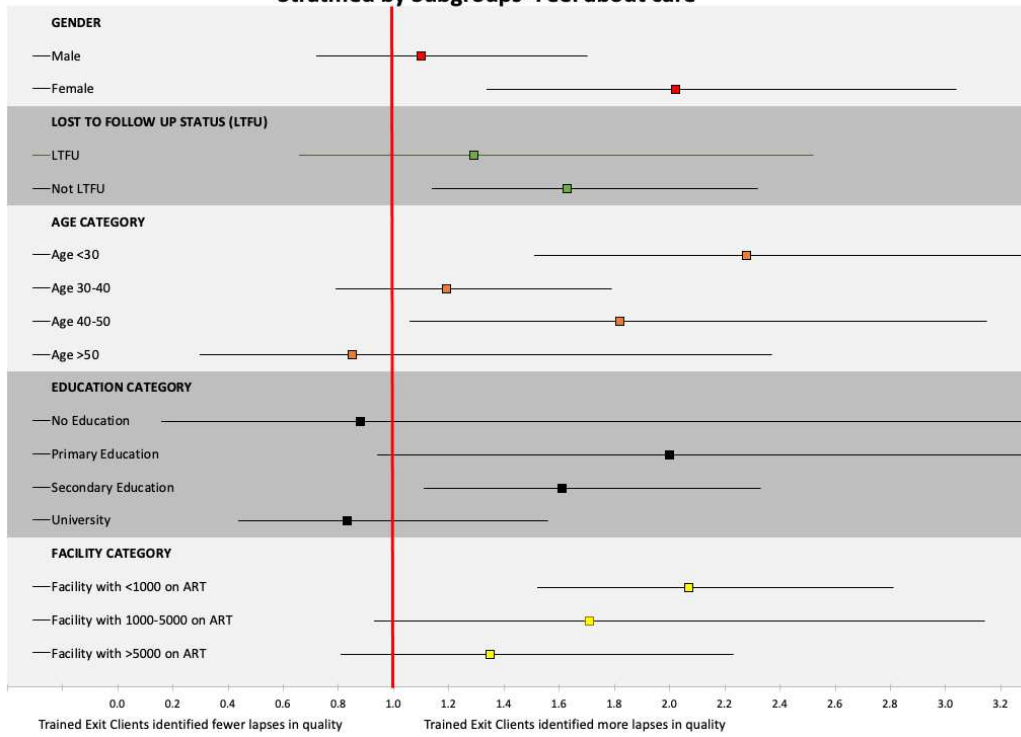
**d) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Question_456**



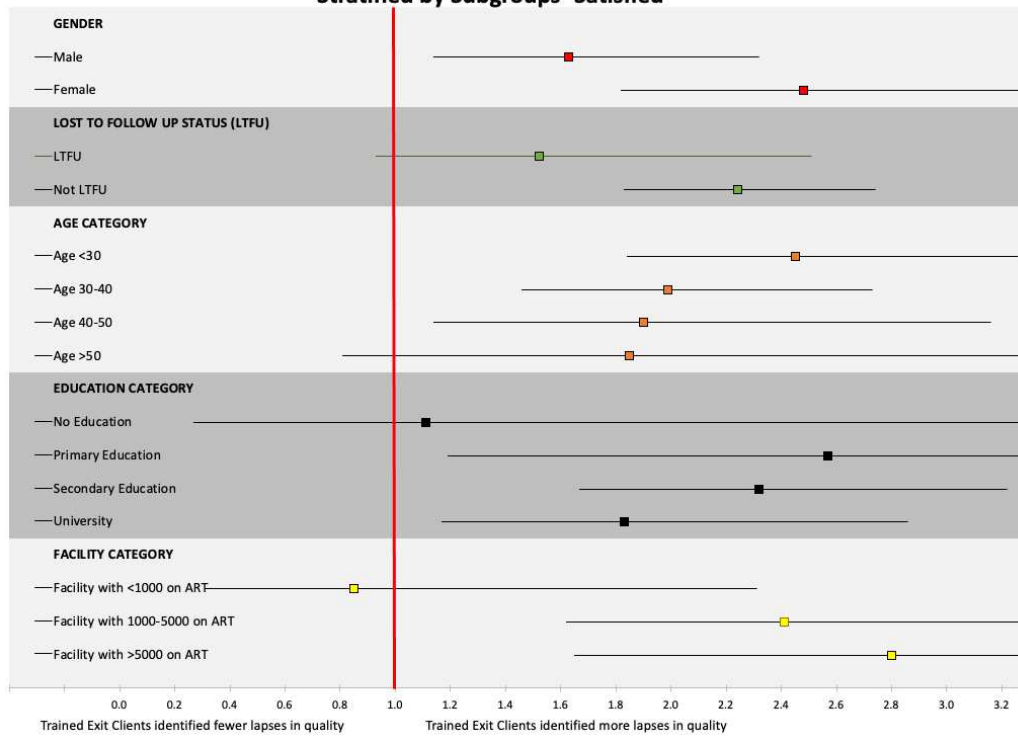
**e) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Spend time**



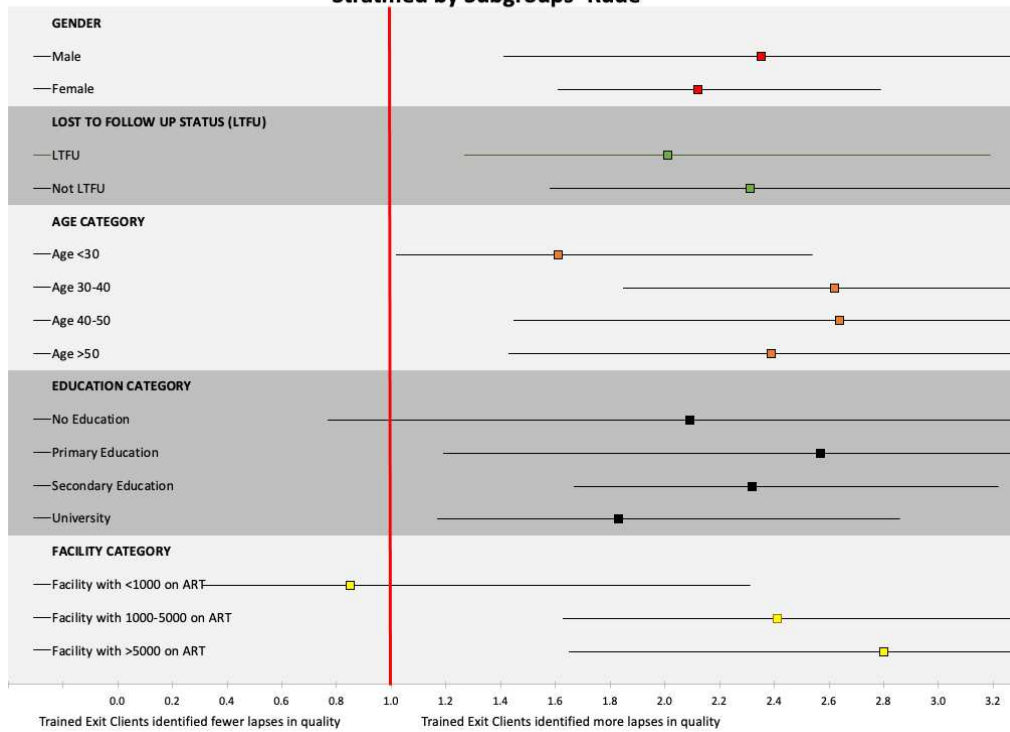
**f) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Feel about care**



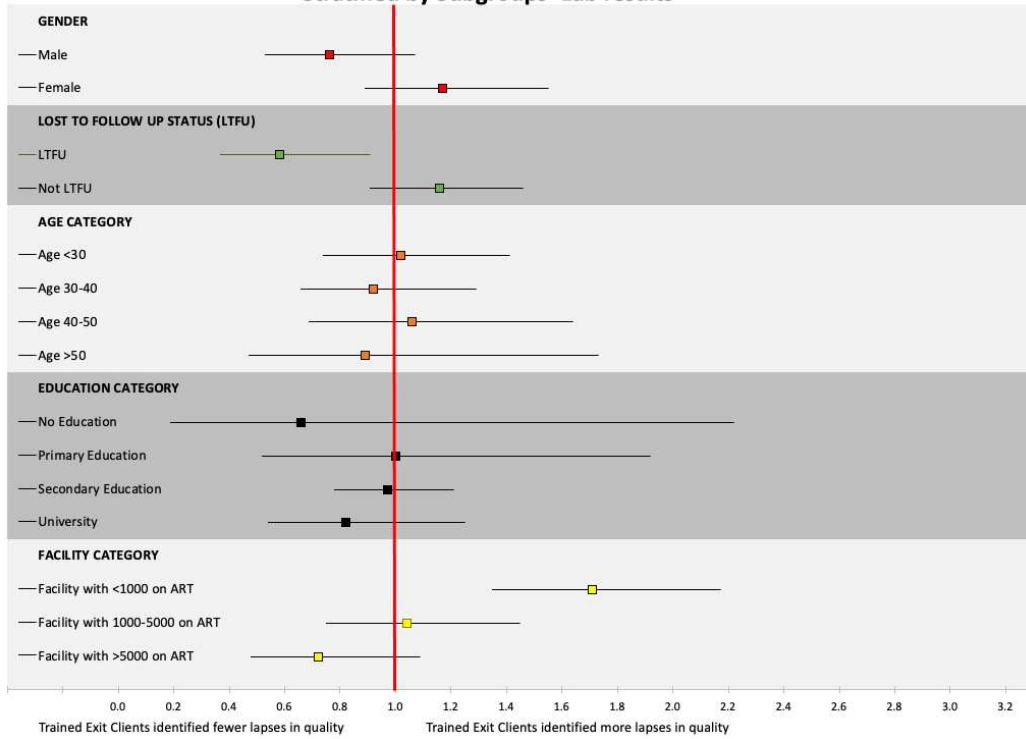
**g) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Satisfied**



h) Impact of Training on Identifying Care Lapses Stratified by Subgroups- Rude



**i) Impact of Training on Identifying Care Lapses
Stratified by Subgroups- Lab results**



j) Impact of Training on Identifying Care Lapses Stratified by Subgroups- Pick up meds

