

Supplementary Table 1. Bivariate Correlations for the 13 Items of Contributory Factors													
	Item 1	Item 2	Item 3	Item 4	Item 5	Item 6	Item 7	Item 8	Item 9	Item 10	Item 11	Item 12	Item 13
Item 1. Patient was not given the information needed to make an informed decision	1												
Item 2. Health care personnel did not listen to patient or family	0.41	1											
Item 3. Patient was not properly monitored	0.28	0.49	1										
Item 4. Nurse did not respond quickly to the call button	0.21	0.29	0.39	1									
Item 5. Doctor was slow to arrive	0.24	0.39	0.49	0.52	1								
Item 6. Health care personnel did not communicate well with each other	0.29	0.50	0.50	0.45	0.52	1							
Item 7. Health care personnel seemed untrained or lacking in knowledge	0.26	0.44	0.40	0.37	0.37	0.49	1						
Item 8. Health care personnel seemed over-confident	0.30	0.48	0.355	0.20	0.28	0.37	0.46	1					
Item 9. Health care personnel seemed overtired or fatigued	0.12	0.20	0.20	0.32	0.30	0.27	0.33	0.28	1				
Item 10. Health care personnel seemed overworked, rushed, or behind schedule	0.13	0.27	0.30	0.29	0.34	0.32	0.36	0.35	0.62	1			
Item 11. Health care personnel did not communicate important information to patient	0.61	0.43	0.41	0.29	0.34	0.48	0.33	0.32	0.17	0.26	1		
Item 12. Health care personnel did seem familiar with the patient's case	0.30	0.49	0.38	0.28	0.42	0.50	0.53	0.41	0.31	0.34	0.41	1	
Item 13. Health care personnel did not seem concerned about the patient	0.38	0.61	0.46	0.30	0.39	0.51	0.51	0.49	0.20	0.37	0.49	0.51	1