

## Supplemental Tables and Figures.

**Table S1.** Codebook

Node	Definition	Positive example	Negative example
Attitude	Professionalism, behave in an appropriate manner for a healthcare professional, patient confidentiality, friendliness, empathy, compassion, patience	<i>Doctors seem to enjoy coming here to serve their patients.</i>	<i>I can't believe I saw a doctor there that was visiting patients wearing [unprofessional attire].</i>
Communication	Reaching out, updating families on patient status, responding to calls, timeliness, willingness to address issues, explaining things clearly	<i>The doctors on staff gave wonderful care always on top of everything and communicated with me through out his stay [caregiver].</i>	<i>After noticing something we left a message for the doctor and he never ever called back.</i>
Discharge process	Comments about aspects of the discharge process from the nursing home to another facility or to private residence	<i>One doctor there did help us. He arranged for his transfer home as soon as medically possible and we were grateful for him.</i>	<i>By Monday night we got my [relative] out of there. The on-call Doctor refused to release her. We had to call 911 to get her out.</i>
Medication	Prescribing or changing medications, accuracy of medication/dosage, medication side effects, interactions, polypharmacy	<i>I looked up doctor [Name] and found him on the BEST DOCTORS for 5 years. He immediately sent a psychologist to check her medications. He stopped all of them.</i>	<i>As my father's [disease] was progressing the doctors ordered mind altering medication in large quantities. As a result, my father was basically comatose and unable to speak.</i>
Access to care	Duration, frequency of visits, on-site and off-site availability, cross-coverage and related issues	<i>Dr. [Name] has been my [relative's] doctor twice at this home. She is there almost daily seeing my [relative] to make sure he recovers from his [condition].</i>	<i>During the four days he was here we only saw a doctor once for approximately 3 minutes on the day he arrived to the nursing home.</i>
Skill	Quality of care, diagnostic acumen, missed diagnosis, perceived thoroughness of examination or history taking, physical exam, perceived medical knowledge and so on	<i>The staff doctor is excellent, quick to assess the situation.</i>	<i>The head doctor of this facility told us we should worry more about my 62 year old [relative's] end of life care rather than an attempt at therapy. He should not be allowed to practice medicine.</i>

**Table S2.** Differences in Main Themes and Representative Quotes between Reviews of Nursing Homes with the Lowest vs. Highest Yelp Ratings

Rating	Theme	Example Quote
Lowest-rated	Attitudes: Perceived ulterior motives (e.g., financial gain). Perceived clinical expertise: medication errors.	<i>"We were instructed to bring in a list of her medication so that they could continue [them]. They had her on medication that she stopped taking for years so she was over-medicated and passing out because of it. We had never even met the Doctor and someone was with her every day. It seemed like they just wanted the money for the stay and didn't care about the patient."</i>
	Communication physicians and other staff, with patients and with caregivers.	<i>"The communication between nurse, patient and doctor is awful. During [my loved one's] stay he had fallen out of the bed and his doctor wasn't informed by any of the staff. The person who informed the doctor was [the patient] himself 24 hours later when he finally came in. And that being said they over dosed [my loved one] who is [age] on [medication] and one other med sending him back into the hospital. I think either the staff here doesn't care about the patients they have or they just are incapable of doing their jobs correctly."</i>  <i>"My dad has been at [FACILITY NAME] for one month. We have not had any communication from the nurses in charge of his care or from the doctor. In fact, my dad says the doctor has not been in to see him."</i>
	Perceived concerns about clinical decision making, expertise, exam	<i>"[THE PATIENT'S] foot was a very dark purple and we told every nurse and any other representative of the facility that his foot hurt. The only response we got was that it was not in his chart. The doctor came that day and touched it but didn't even pull the sock down to see the swelling and bruising."</i>
	Poor access to physicians, unavailable to answer questions or address acute issues	<i>"We like our doctor. He is compassionate, smart and caring. However, we only see him perhaps twice a week for a very short amount of time. He cares for many patients."</i>
Highest-rated	Positive attitude, empathy, caring about the patient, individualized care	<i>"The doctors ... had great cheerful attitudes and were very professional. They took interest in my case and followed up on all the details even though I couldn't keep things straight myself."</i>  <i>"The doctors are thorough and dedicated to helping the</i>

		<i>patients. You can tell that everyone working here genuinely cares about the patients and not about just making it through to the end of the week to get their paycheck."</i>
	Perceived expertise, confidence in clinical decision making	<i>"The attending physician [NAME] is very competent. She has a wonderful bedside manner."</i>
	Communication with patient and caregivers	<i>"The doctor takes the time to explain things to patients and family members. I loved the way Dr. [NAME] communicated with my father making certain that he was understanding her."</i>
	Availability, responsiveness	<i>"The doctor isn't there all hours a day but she makes herself available by giving patients and family members her cell phone number!"</i>  <i>"...This was Friday. The doctor came in at [late evening] pm that evening to examine my [parent]. I received a personal call the next day with an update."</i>

**Figure S1.** Nursing Home Reviews About Physicians by Yelp Rating vs. Overall Nursing Home Compare Rating

