

**Table 4: Child HCAHPS Factor Analysis (Varimax 8)**

		Factor Loadings								Uniqueness‡
		Factor 1	Factor 2	Factor 3	Factor 4	Factor 5	Factor 6	Factor 7	Factor 8	
Q3	Informed in Emergency Room	.45	.05	.09	.11	.38	.25	.17	-.06	.55
Q4	Asked about child's prescription medications	.03	.14	.12	-.13	.05	.75***	.16	.00	.36
Q5	Asked about child's over-the-counter medications	.18	.04	.15	.20	.30	.68***	.24	.04	.24
Q7	Nurses listen carefully to child	.35	.73***	.19	.21	.16	.03	.25	-.03	.14
Q8	Nurses explain to child in easy to understand way	.42	.66**	.25	.28	.09	-.03	.14	-.02	.20
Q9	Nurses encouraged child to ask questions	.22	.45	.27	.56*	.07	.05	.26	.04	.28
Q10	Doctors listen carefully to child	.56*	.31	.32	.28	.10	.22	.04	.02	.33
Q11	Doctors explain to child in easy to understand way	.57	.26	.32	.64*	.00	-.01	.09	.05	.08
Q12	Doctors encouraged child to ask questions	.40	.21	.41	.64*	.10	.06	.15	-.01	.14
Q13	Nurses listen carefully to parent	.57*	.51	.21	.21	.28	.10	.25	.02	.20
Q14	Nurses explain to parent in easy to understand way	.61**	.40	.21	.17	.30	.14	.26	.08	.22
Q15	Nurses treated parent with courtesy and respect	.54**	.31	.26	.35	.31	-.01	.34	.08	.19
Q16	Doctors listen carefully to parent	.70***	.26	.31	.23	.31	.18	.11	-.12	.09
Q17	Doctors explain to parent in easy to understand way	.72***	.27	.25	.23	.24	.25	.12	.10	.05
Q18	Doctors treated parent with courtesy & respect	.56*	.39	.38	.21	.23	-.04	.23	-.12	.21
Q19	Privacy with providers	.19	.16	.07	.10	.31	.28	.60**	-.03	.38

Q20	Providers asked about child comfort	.35	.32	.45	.15	.36	.34	.26	.00	.26
Q21	Providers talk and act age-appropriately	.54*	.40	.27	.28	.31	.18	.29	-.05	.21
Q22	Providers kept parent informed	.60***	.37	.23	.25	.34	.06	.30	.10	.14
Q24	Providers gave enough test results information	.49*	.47	.25	.31	.17	.02	.18	.15	.28
Q26	Responsiveness to call button	.38	.40	.16	.17	.11	.04	.34	.09	.51
Q28	Providers checked child ID before giving medications	.21	.26	.02	.15	.24	.27	.18	.16	.66
Q29	Providers told parent how to report mistakes	.30	.48*	.26	.18	.15	.09	.30	.02	.47
Q31	Providers asked about pain as needed	.42	.25	.43	.39	.37	.10	.15	.10	.26
Q32	Room and bath kept clean	.25	.47*	.23	.25	.10	.01	.24	-.11	.50
Q33	Room quiet at night	.14	.13	-.14	.08	.06	.19	.70***	.02	.32
Q34	Toys/books right for child's age	.08	.03	.47*	-.04	.18	.31	.03	-.18	.60
Q35	Provider asked parent about concerns about readiness to leave	0.18	.30	.67***	.19	.16	.09	-.09	.13	.32
Q36	Provider talked with parent about care after discharge	.29	.08	.64***	.23	.18	-.13	-.20	-.11	.35
Q39	Side effects of discharge medications explained	.29	.20	.54*	.40	.33	.19	.08	.04	.27
Q38	Provider explained how to take discharge medications	.11	.24	.25	.11	.38	.25	.18	.21	.56
Q40	Provider explained when child can resume regular activity	0.40	.23	.58**	.23	.26	.32	.15	-.05	.18
Q41	Provider explained symptoms or problems to look for after discharge	.25	.29	.71***	.21	.12	.15	.00	.05	.24

Q42	Parents given written info about symptoms or problems after discharge	.13	.35	.57**	.24	.20	.10	.20	.16	.31
Q44	Providers involved teen in their care	.25	.22	.11	.40	-.01	.43	-.02	.11	.52
Q45	Provider asked teen questions about readiness to leave	.07	.70***	.18	.14	.10	.29	-.02	.11	.29
Q46	Provider talked with teen about care after discharge	.16	.61**	.17	-.06	.16	.26	.02	.09	.46
Q47	Hospital 0-10 rating	.35	.25	.35	.06	.70***	.13	.21	.01	.10
Q48	Recommend hospital to family/friends	.34	.17	.43	-.02	.70***	.18	.08	-.01	.11

Probability that largest loading is on this factor: \*.5 < r ≤ .8, \*\*.8 < r ≤ .9, \*\*\*.9 < r ≤ 1.0

‡ Uniqueness indicates the percentage of variation in this variable that is not explained by any of the other factors. In other words, it shows which items do not fit very well within a given factor.

**Table 5: Item-to-Composite Correlations**

<b>Composite</b>	<b>Item</b>		<b>Correlation</b>
Nurse-parent communication	Q13	Nurses listen carefully to parent	.87
	Q14	Nurses explain to parent	.87
	Q15	Nurses treated parent with respect	.81
Doctor-parent communication	Q16	Doctors listen carefully to parent	.89
	Q17	Doctors explain to parent	.82
	Q18	Doctors treated parent with respect	.78
Communication about medicines	Q4	Asked about child's prescription medications	.43
	Q5	Asked about child's over-the-counter medications	.62
	Q38	Provider explained how to take discharge medications	.51
	Q39	Side effects of discharge medications explained	.53
Informed about child's care	Q22	Providers kept parent informed	.77
	Q24	Providers gave enough test results information	.77
Preparing to leave hospital	Q35	Provider asked parent about concerns about readiness to leave	.74
	Q36	Provider talked with parent about care after discharge	.61
	Q40	Provider explained when child can resume regular activity	.76
	Q41	Provider explained symptoms or problems to look for after discharge	.83
	Q42	Parents given written info about symptoms or problems after discharge	.71
Nurse-child communication	Q7	Nurses listen carefully to child	.82
	Q8	Nurses explain to child	.82
	Q9	Nurses encouraged child to ask questions	.70
Doctor-child communication	Q10	Doctors listen carefully to child	.71
	Q11	Doctors explain to child	.90
	Q12	Doctors encouraged child to ask questions	.82
Involving teens in care	Q44	Providers involved teen in their care	.38
	Q45	Provider asked teen questions about readiness to leave	.68
	Q46	Provider talked with teen about care after discharge	.58
Mistakes and concerns	Q28	Providers checked child ID before giving medications	.25
	Q29	Providers told parent how to report mistakes	.25
Child comfort	Q20	Providers asked about child comfort	.67
	Q21	Providers talk and act age-appropriately	.56
	Q34	Toys/books right for child's age	.40

**Table 6: Composite-to-Composite Correlations**

Composites	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
(1) Nurse-parent communication										
(2) Doctor-parent communication	.82									
(3) Communication about medicines	.57	.50								
(4) Informed about child's care	.85	.84	.53							
(5) Preparing to leave hospital	.63	.70	.53	.64						
(6) Nurse-child communication	.80	.74	.49	.79	.64					
(7) Doctor-child communication	.76	.81	.52	.77	.72	.76				
(8) Involving teens in care	.53	.55	.44	.57	.52	.65	.51			
(9) Mistakes and concerns	.65	.55	.58	.63	.43	.61	.53	.49		
(10) Child comfort	.60	.69	.67	.62	.66	.58	.60	.49	.54	

**Table 7: Composite and Single Item Correlation with Overall Rating**

<b>Composite</b>	<b>Hospital-Level Composite Correlation With Overall Rating</b>
Nurse-parent communication	.72
Doctor-parent communication	.70
Communication about medicines	.62
Informed about child's care	.71
Privacy with providers	.57
Preparing to leave hospital	.63
Informed in Emergency Room	.58
Nurse-child communication	.56
Doctor-child communication	.51
Involving teens in care	.39
Mistakes and concerns	.53
Call button	.36
Child comfort	.70
Child pain	.67
Cleanliness	.43
Quietness	.26
Recommend hospital	.89