**Table S.3: Patient Experience Domain Definitions**

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| Patient Experience Domain | Definition |
| CG-CAHPS Survey (Version 3.0) |  |
| Access to care | How well patients get timely appointments, care, and information, including getting appointments for urgent care as soon as needed, getting appointments for non-urgent care as soon as needed, and getting answers to medical questions the same day the patient contacts the provider’s office |
| Provider communication | How well providers communicate with patients, including explaining things in a way that is easy to understand, listening carefully to the patients, showing respect for what patients have to say, and spending enough time with patients. |
| Care coordination | How well a provider uses information to coordinate patient care, including knowing important information about patient’s medical history, having someone from the provider’s office follow up with the patient to give results of blood tests, x-rays, or other tests, and having someone from the provider’s office talk to the patient about all medications |
| CAHPS Supplemental Items (Version 3.0) |  |
| Access | How well patients can access care, including waits for urgent or routine care appointments, access during evenings, weekends, or holidays, and wait times for a scheduled appointment |
| Shared decision and discussion (topic and domain) | Provider’s use of shared decision making that encourages patients to play a role in the medical decisions that affect their health |
| Non CG-CAHPS Topics |  |
| More services in one place (excl. specialty) | Access to a larger number of comprehensive services in one location, including but not limited to access to dietary counseling, behavioral health services, and lab tests.  |
| Team Based Care | The practice provides continuity of care, communicates roles and responsibilities of the medical home to patients/families/caregivers, and organizes and trains staff to work to the top of their license and provide effective team-based care. |
| Patient centered culture | Provider’s providing care and services that respect patients’ preferences, coordinate and integrate their care, consider patients’ physical and emotional comfort, involves the family and friends of the patient, and prioritize access and continuity of care. |
| Chronic condition health education | Provider’s provision of information and tools to the patient to help the patient understand their chronic condition(s) and their health practices |
| Care management to support medical and chronic conditions | Provider’s use of team-based care to assist patients and their support systems in managing medical conditions more effectively, especially for chronic conditions |