

## Clinical Process Variation

**■ eAppendix A.** Questions and Scales From the Patient Education (A), Patient Satisfaction (B), and Staff Satisfaction (C) Surveys

<b>A</b>	<b>Score</b>	<b>3</b>	<b>2</b>	<b>1</b>
	<b>How clearly did the staff explain the following to you?</b> (Check one box for each item.)	<b>Very clearly</b> (I feel I know what to do)	<b>Clearly</b> (I still have some questions)	<b>Not clearly</b> (I don't know what to do at all)
	When to start taking the pill			
	What to do if you miss one or more pills			
	What to do if you have spotting/bleeding while taking the pill			
	What to do if you notice side effects			

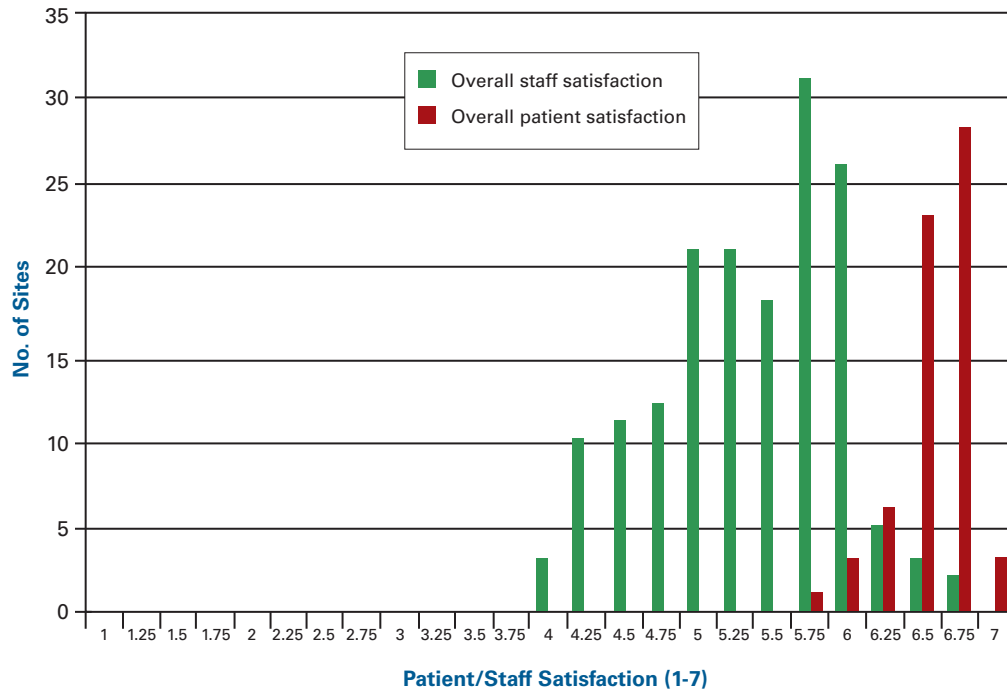
  

<b>B</b>	<b>Score</b>	<b>All things considered, how satisfied were you with your visit?</b>
	7	Completely satisfied, couldn't be better
	6	Very satisfied
	5	Somewhat satisfied
	4	Neither satisfied nor dissatisfied
	3	Somewhat dissatisfied
	2	Very dissatisfied
	1	Completely dissatisfied, couldn't be worse

<b>C</b>	<b>Score</b>	<b>Overall, how satisfied are you with the process for providing a routine initial visit for oral contraceptives?</b>
	7	Completely satisfied, couldn't be better
	6	Very satisfied
	5	Somewhat satisfied
	4	Neither satisfied nor dissatisfied
	3	Somewhat dissatisfied
	2	Very dissatisfied
	1	Completely dissatisfied, couldn't be worse

■ **eAppendix B.** Histogram Showing Distribution of Patient and Staff Satisfaction Scores<sup>a</sup>



<sup>a</sup>Scores are on a scale of 1 to 7 (7 highest).

■ **eAppendix C.** Results of Bivariate Analysis of Unintended Pregnancy Rate, Patient Education Score, Patient Satisfaction, and Staff Satisfaction Versus Staff and Total Unit Costs

Parameter	Pearson Coefficient	
	Staff Unit Cost	Total Unit Cost
Unintended pregnancy rate	-0.088 (n = 109; P = .365)	-0.150 (n = 109; P = .121)
Patient education score	-0.015 (n = 58; P = .913)	-0.062 (n = 58; P = .643)
Patient satisfaction	-0.222 (n = 58; P = .094)	-0.179 (n = 58; P = .178)
Staff satisfaction	-0.090 (n = 140; P = .288)	-0.086 (n = 140; P = .315)