

Article title: Evaluating Primary Health Care Performance from User Perspective in China: Review of Survey Instruments and Implementation Issues

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Supplement 1 Search Strategy

PubMed search were conducted on Feb 2018 using the following search strategy:

(primary health care[Title] OR primary care[Title] OR community health[Title] OR township health center[Title/Abstract] OR township health centers[Title/Abstract] OR township hospitals[Title/Abstract] OR township hospital[Title/Abstract] OR village clinic[Title/Abstract] OR village clinics [Title/Abstract]) AND (china [Title] OR chinese[Title]) AND (evaluate[Title/Abstract] OR assess[Title/Abstract] OR assessment[Title/Abstract] OR evaluation[Title/Abstract] OR measure[Title/Abstract] OR measurement [Title/Abstract] OR survey [Title/Abstract] OR questionnaire[Title/Abstract] OR review[Title/Abstract] OR monitor[Title/Abstract]) AND (Patients[mesh] OR patient[tw] OR patients[tw] OR outpatient*[tw])

169 papers were identified.

CNKI search were conducted on Feb 2018 using the following search strategy:

文献总数：139 篇；检索条件：((题名=社区卫生 并且 (摘要=病人 或者 摘要=患者)) 并且 (主题=评估 或者 主题=评价)) (精确匹配), 专辑导航：全部; 数据库：文献 跨库检索

文献总数：117 篇；检索条件：(((关键词=村卫生室 或者 关键词=乡镇卫生院) 并且 (摘要=病人 或者 摘要=患者)) 并且 (主题=评估 或者 主题=评价)) (精确匹配), 专辑导航：全部; 数据库：文献 跨库检索

文献总数：4 篇；检索条件：(((题名=乡镇卫生院 或者 题名=村卫生室) 并且 题名=居民) 并且 (主题=评价 或者 主题=评估)) (精确匹配), 专辑导航：全部; 数据库：文献 跨库检索

文献总数：42 篇；检索条件：((题名=社区卫生 并且 题名=居民) 并且 (主题=评价 或者 主题=评估)) (精确匹配), 专辑导航：全部; 数据库：文献 跨库检索

Supplement 2 Patient evaluation studies published in English from PubMed

Study	Study period	Region	Study setting	Sample size	Survey modality	Place of survey	Measurements
Kuang et al ¹	2009	Guangdong	CHC	1645	Face-to-face interview	On-site	PCAT
Di et al ²	2010	Dalian	CHC	372	face-to-face interview	Not reported	12 items with a 4-point scale
Chai et al ³	2011	Chengdu	CHC	1716	Face to face	Household	8 items with a five likert scale
Tang et al ⁴	2013	Six provinces	CHC	865	Not reported	Not reported	9 items with a 5-point Likert scale.
Tang et al ⁵	2013	18 provinces	CHC	3306	face-to-face interview	Household	9 items with a 5-point Likert scale
Wang et al ⁶	2013	Guangdong	CHC	1440	Face-to-face interview	On-site	PCAT
Yang ⁷	2013	Hunan	CHC	2532	Face-to-face interview	On-site	PCAT
Liu et al ⁸	2013	Shanghai	CHC	960	Not reported	Household	PACIC
Li et al. ⁹	2014	Shenzhen	CHC	787	face-to-face interview	On-site	13 items with a 5-point Likert scale
Dong et al ¹⁰	2014	35 cities	CHC	88482	Not reported	On-site	12 items with a 5-point Likert scale
Wei et al ¹¹	2015	Shenzhen Shanghai	CHC	2721	Face-to-face interview	On-site	PCAT
Wang et al ¹²	2015	Tibet	THC	1386	Face-to-face interview	On-site	PCAT
Shi et al ¹³	2015	Guangdong	CHC	560	Face-to-face interview	On-site	PCAT
Du et al ¹⁴	2015	Guangdong	CHC THC	864	Face-to-face interview	On-site	PCAT
Li et al ¹⁵	2015	SH SZ	CHC	568 128	Face-to-face interview	On-site	PCAT
Zeng et al ¹⁶	2015	Guangdong	CHC THC VC	736	Face-to-face interview	Household	PCAT
Yin et al ¹⁷	2015	national	CHC	12386	face-to-face interview	On-site	9 items with a 5-point Likert scale
Sun et al ¹⁸	2015	Shanghai	CHC	Not reported	Not reported	Not reported	10 items a 5-point Likert scale
Hu et al ¹⁹	2016	Guangdong	CHC THC	864	Not reported	On-site	PCAT
Li et al ²⁰	2016	Jilin	CHC THC	993	Face-to-face interview	Household	2 items with a 3-point Likert scale, and o5 items with a 5-point Likert scale.
Wu et al ²¹	2016	Shenzhen	CHC	3848	Not reported	On-site	8 items a 5-point Likert scale
Li et al ²²	2017	Jiangsu	CHC	1058	Not reported	On-site	EUROPEP with a 5-point Likert-type scale

Liu et al ²³	2017	Beijing	CHC	700	Face-to-face interview	On-site	Questionnaire of Continuity between Care Levels with a five-point Likert scale.
Wang et al ²⁴	2017	Eight provinces	THC	3435	Face-to-face interview	Household	WHO Health System Responsiveness Survey
Wei et al ²⁵	2017	Shenzhen Shanghai Hongkong	CHC	797 802 1325	Face-to-face interview Telephone survey for HK	On-site	PCAT
Feng et al ²⁶	2017	Guangdong	VC	1491	Face-to-face interview	Household	PCAT
Wu et al ²⁷	2017	Zhejiang	CHC	1248	Not reported	Not reported	7 items with a 4-point Likert scales
Li et al ²⁸	2017	Shenzhen	CHC	6887	Intercept interview	On-site	6 items a 5-point Likert scale

Note: CHC: Community Health Center; THC: Township Health Center; VC: Village Clinic; PCAT: Primary Care Assessment Tool; PACIC: Patient Assessment of Chronic Illness Care; WHO: World Health Organization.

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Supplement 3 Patient evaluation studies published in Chinese from China National Knowledge Infrastructure

Study	Study period	Region	Study setting	Sample size	Survey modality	Place of survey	Measurements
1 Wang et al	2017	Changchun	CHC	430	Face-to-face interview	On-site	SERVQUAL
2 Yu et al	2017	Zunyi	THC	150	NR	On-site	SERVQUAL 22 items with 5-point Likert scale satisfaction
3 Lin et al	2017	Shenzhen	CHC	726	Household	NR	PCAT
4 Pu et al	2017	Chongqing	VC	858	NR	Household	13 items with 3-point Likert scale good to bad
5 Liu et al	2017	Jiangsu	THC	3930	Face-to-face interview	Household	7 items with 5-point Likert scale bad to good □
6 Zhang	2017	Chongqing	CHC	196	Self administered	On-site	4 items with 5-point Likert scale satisfaction
7 Liu et al	2016	Shenzhen	CHC	476	Self administered	On-site	PCAT
8 Chen et al	2015	Zunyi	THC	144	NR	On-site	4 domains 14 items with 5-point Likert scale satisfaction
9 He et al.	2015	Henan	CHC	240	NR	NR	5 domains 18 items with 5-point Likert scale satisfaction
10 Peng et al.	2015	Chongqing	CHC	402	NR	On-site and Household	7 items with 5-point Likert scale bad to good
11 Wu et al	2015	Henan	CHC	Not clear	Self administered	Household	WHO Health System Responsiveness Survey
12 Xiang	2015	4 provinces	THC	1054	NR	Household	3 items with 4-point Likert scale bad to good
13 Tang	2015	Chengdu	CHC	490	Self administered	NR	4 domains 9 items with 5-point Likert scale satisfaction
14 Deng	2015	Chongqing	THC	393	NR	On-site	14 items with 5-point Likert scale satisfaction
15 Si	2015	Shandong	CHC	421	NR	On-site	5 domains 29 items with 5-point Likert scale satisfaction
16 Dong et al	2015	Yun nan	THC	257	Face-to-face interview Self administered	On-site	10 items with 5-point Likert scale satisfaction plus hard to say
17 Zhang	2014	Jiangsu	THC	200	NR	Household	15 items with 5-point Likert scale satisfaction
18 Yu et al	2014	Guangdong	CHC	2507	NR	On-site	15 items with 5-point Likert scale satisfaction

19 Zhang et al	2013	Guangdong	CHC	198	NR	On-site	6 domains 23 items with 5-point Likert scale satisfaction
20 Han et al	2013	Shandong	CHC	476	NR	Household	4 domains 11 items with 5-point Likert scale satisfaction
21 Yao et al	2013	Xinjiang	CHC	600	Self administered	On-site	10 items with 5-point Likert scale satisfaction
22 Wu et al	2013	Guangdong	CHC	720	NR	On-site	10 items with 5-point Likert scale satisfaction
22 Wu et al	2013	Guangdong	CHC	116	telephone		5 items with 5-point Likert scale satisfaction
23 Liu et al	2013	Shanghai	CHC	900	Self administered	On-site	5 domains 11 items with 5-point Likert scale satisfaction
24 Wang et al	2013	Hubei	CHC	298	Self administered	On-site	10 items with 5-point Likert scale satisfaction
25 Wu et al	2013	Liaoning	CHC	400	NR	On-site	6 items with 5-point Likert scale satisfaction
26 Yang	2013	Jiangxi	CHC	3023	NR	On-site and Household	10 items with 5-point Likert scale satisfaction
27 Yang et al	2012	Qingdao	CHC	332	NR	On-site	5 items with 5-point Likert scale satisfaction
28 Gong	2013	Shandong	CHC	299	Not clear	On-site	PACIC
29 Huang	2012	Guangzhou	CHC	2992	Face-to-face interview and Self administered	On-site and Household	4 domains 20 items with 5-point Likert scale plus don't know option satisfaction
30 Li	2012	Nanchang	CHC	503	NR	On-site	9 items nc
31 Han	2011	Shandong	VC	2226	Face-to-face interview	Household	5 items with 3,4,5 response options
31 Han	2011	Shandong	THC	2226	Face-to-face interview	Household	5 items with 5-point Likert scale bad to good or 3-response options
32 Ge	2011	3 provinces	THC	1147	NR	On-site	9 items with 5-point Likert scale satisfaction plus not clear
33 Wang	2011	Anhui	CHC	1200	Face-to-face interview	On-site	8 items with 5-point Likert scale satisfaction
34 Qiu et al	2010	Shandong	CHC	576	Face-to-face interview	Household	2 domains 15 items with 3-point Likert scale satisfaction
35 Xiao	2010	Zhejiang	CHC	250	NR	On-site	6 items with 4-point Likert scale satisfaction

36 Liang	2010	Guangxi	CHC	436	telephone		10 items with 3-point Likert scale satisfaction
37 Yuan et al	2009	Shanxi	CHC	460	Face-to-face interview	On-site	8 domains 35 items with 5-point Likert scale agree
38 Tang	2011	Shanghai	CHC	934	Face-to-face interview	On-site	18 items with 5-point Likert scale bad to good
39 Jiang et al	2009	Jiangxi	CHC	500	Self administered	On-site	8 items not clear
40 Sun et al	2009	Hubei	CHC	165	NR	On-site	6 domains 17 items with 5-point Likert scale satisfaction
41 Xiao	2009	Shanghai	CHC	1623	NR	On-site	4 domains 14 items with 5-point Likert scale satisfaction
42 Pan et al	2009	Fujian	CHC	706	NR	Household	10 items with 5-point Likert scale satisfaction
42 Pan et al	2009	Fujian	CHC	706	NR	Household	WHO Health System Responsiveness Survey
43 Duan	2009	Sichuan	CHC	247	NR	On-site	12 items with 5-point Likert scale satisfaction
44 Ma	2009	Zhejiang	CHC	Not clear	NR	On-site	8 items with 5-point Likert scale satisfaction
45 Zhu et al	2009	Jiangsu	CHC	300	Self administered	On-site	WHO Health System Responsiveness Survey
46 Chou	2009	Shanghai	CHC	984	NR	Household	13 items with 5-point Likert scale satisfaction
47 Lin et al	2009	Heilongjiang	CHC	660	NR	On-site	8 items nc
48 Ma et al	2009	Shandong	CHC	692	face-to-face interview	On-site	WHO Health System Responsiveness Survey
49 Wang et al	2008	Fujian	CHC	162	face-to-face interview	On-site	WHO Health System Responsiveness Survey
50 Xiong	2008	3 provinces	THC		NR	Household	4 items with 3-point Likert scale good to bad
51 Wang	2008	Hubei	CHC	NR	NR	On-site Household	WHO Health System Responsiveness Survey
51 Wang	2008	Hubei	CHC	Not clear	NR	On-site and Household	4 items with 5-point Likert scale bad to good
52 Cao	2008	Liaoning	CHC	697	NR	On-site	6 items with 5-point Likert scale satisfaction
53 Hao	2007	10 provinces	CHC	1168	NR	On-site	18 items with 5-point Likert scale satisfaction

54 Pan et al	2007	Fujian	CHC	188	NR	On-site and Household	7 items with 5-point Likert scale satisfaction
55 Colette et al	2007	Beijing	CHC	700	Self administered	On-site	Australia patient satisfaction questionnaire
56 Wang	2007	Guangdong	CHC	848	Face-to-face interview	On-site	12 items with 5-point Likert scale satisfaction
56 Wang	2007	Guangdong	CHC	755	NR	Household	WHO Health System Responsiveness Survey
57 Liu et al	2007	Hubei	CHC	99	NR	On-site	WHO Health System Responsiveness Survey
58 Zhang et al	2007	Shanghai	CHC	502	NR	NR	WHO Health System Responsiveness Survey
59 Xie et al	2005	Guangdong	CHC	825	NR	NR	7 items with 5-point Likert scale satisfaction plus not clear
60 Li et al	2005	Guangdong	CHC	832	NR	On-site	WHO Health System Responsiveness Survey
61 Mao	2004	Zhejiang	CHC	Not clear	Not clear	On-site telephone	3 items with 5-point Likert scale bad to good
62 Zhu	2004	NR	THC	70	NR	On-site	10 items with 5-point Likert scale satisfaction
63 Yin	2004	Shanghai	CHC	780	NR	On-site	WHO Health System Responsiveness Survey
63 Yin	2004	Shanghai	CHC	780	NR	On-site	11 items with 5-point Likert scale satisfaction

Note: CHC: Community Health Center; THC: Township Health Center; VC: Village Clinic; PCAT: Primary Care Assessment Tool; PACIC: Patient Assessment of Chronic Illness Care; WHO: World Health Organization; NR: Not reported.

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