



Supplementary Material

Table S1. Intercorrelation table (Pearson correlation) for dependent and independent variables.

	SL	IP	Effort	Reward	ERI	WL	JC	CB	GF	PO	RS	LS
SL	1											
IP	,283**	1										
Effort	,101**	,346**	1									
Reward	-,138**	-,277**	-,319**	1								
ERI	,133**	,349**	,712**	-,832**	1							
WL	,130**	,392**	,823**	-,379**	,638**	1						
JC	,082*	,330**	,747**	-,211**	,501**	,591**	1					
CB	,157**	,310**	,408**	-,655**	,662**	,461**	,266**	1				
GF	,081*	,186**	,254**	-,828**	,652**	,284**	,169**	,393**	1			
PO	,192**	,218**	,253**	-,340**	,340**	,361**	,158**	,399**	,152**	1		
RS	,096**	,356**	0,052	-,234**	,174**	,100**	-0,004	,231**	,170**	,177**	1	
LS	,112**	,290**	,321**	-,649**	,568**	,427**	,244**	,550**	,429**	,506**	,197**	1

** $p < 0.01$ (two-tailed), * $p < 0.05$ (two-tailed)

n with complete data on the respective variable and item

SL, Slips and lapses; IP, Interaction with patients; ERI, ERI ratio; WL, Workload; JC, Job control; CB, Collaboration; GF, Gratification; PO, Practice organization, RS, Resources; LS, Leadership

Table S2. Associations of psychosocial working conditions with slips and lapses or poor interaction with patients due to work stress among medical assistants (linear regression).

Characteristic		Slips and lapses ^a						Poor interaction with patients ^a					
		Model I ^b			Model II ^c			Model I ^b			Model II ^c		
		b	ß	p-value	b	ß	p-value	b	ß	p-value	b	ß	p-value
ERI model													
Effort (highest tertile vs rest)	High vs low ^d	0.06	0.03	0.396	0.11	0.05	0.143	0.47	0.22	0.000	0.48	0.22	0.000
Reward (highest tertile vs rest)	High vs low	-0.25	-0.12	0.001	-0.23	-0.11	0.002	-0.49	-0.24	0.000	-0.52	-0.25	0.000
ERI ratio (>1.0 items vs rest)	High vs low	0.31	0.14	0.000	0.31	0.14	0.000	0.70	0.31	0.000	0.70	0.31	0.000
MA-specific instrument													
Workload (high)	High vs low	0.18	0.08	0.014	0.20	0.10	0.006	0.56	0.27	0.000	0.56	0.27	0.000
Job control (low)	High vs low	0.07	0.03	0.348	0.14	0.07	0.061	0.50	0.25	0.000	0.52	0.25	0.000
Collaboration (poor)	High vs low	0.22	0.10	0.002	0.22	0.10	0.002	0.47	0.22	0.000	0.47	0.22	0.000
Gratification (low)	High vs low	0.08	0.04	0.274	0.06	0.03	0.389	0.26	0.13	0.000	0.28	0.14	0.000
Practice organization (poor)	High vs low	0.38	0.18	0.000	0.39	0.18	0.000	0.37	0.17	0.000	0.39	0.18	0.000
Resources (lack of)	High vs low	0.28	0.13	0.000	0.30	0.14	0.000	e			e		
Leadership (poor behavior)	High vs low	0.12	0.05	0.132	0.11	0.05	0.163	0.43	0.19	0.000	0.44	0.20	0.000

Effort-reward imbalance questionnaire (ERI) or medical assistant (MA)-specific work stress questionnaire

Quality of care MA-specific questionnaire

^a Outcome variables used as z-scores^b Unadjusted^c Additionally adjusted for age, gender and leadership position^d Exposure variables are dichotomized based on highest tertile vs remaining tertiles (high vs. low)^e Subscale “resources” removed from analyses for “poor interaction with patients” due to conceptual overlaps

Table S3. Associations of psychosocial working conditions (z-scores) with slips and lapse or poor interaction with patients due to work stress among medical assistants (linear regression).

Characteristic		Slips and lapses ^a						Poor interaction with patients ^a					
		Model I ^b			Model II ^c			Model I ^b			Model II ^c		
		b	ß	p-value	b	ß	p-value	b	ß	p-value	b	ß	p-value
ERI model													
Effort (highest tertile vs rest)	z-score	0.10	0.10	0.003	0.12	0.12	0.000	0.35	0.35	0.000	0.35	0.35	0.000
Reward (highest tertile vs rest)	z-score	-	-	0.000	-	-	0.000	-	-	0.000	-	-	0.000
		0.14	0.14		0.13	0.13		0.28	0.28		0.29	0.29	
ERI ratio (>1.0 items vs rest)	z-score	0.13	0.13	0.000	0.14	0.14	0.000	0.35	0.35	0.000	0.35	0.35	0.000
MA-specific instrument													
Workload (high)	z-score	0.13	0.13	0.000	0.14	0.14	0.000	0.39	0.39	0.000	0.39	0.39	0.000
Job control (low)	z-score	0.08	0.08	0.015	0.13	0.13	0.000	0.33	0.33	0.000	0.34	0.34	0.000
Collaboration (poor)	z-score	0.16	0.16	0.000	0.16	0.16	0.000	0.31	0.31	0.000	0.31	0.31	0.000
Gratification (low)	z-score	0.08	0.08	0.017	0.07	0.07	0.034	0.19	0.19	0.000	0.20	0.20	0.000
Practice organization (poor)	z-score	0.19	0.19	0.000	0.19	0.19	0.000	0.22	0.22	0.000	0.23	0.23	0.000
Resources (lack of)	z-score	0.10	0.10	0.005	0.10	0.10	0.004	^d			^d		
Leadership (poor behavior)	z-score	0.11	0.11	0.001	0.12	0.12	0.001	0.29	0.29	0.000	0.30	0.30	0.000

Effort-reward imbalance questionnaire (ERI) or medical assistant (MA)-specific work stress questionnaire

Quality of care MA-specific questionnaire

^a Outcome variables used as z-scores^b Unadjusted^c Additionally adjusted for age, gender and leadership position^d Subscale “resources” removed from analyses for “poor interaction with patients” due to conceptual overlaps