

TABLE 2

## FINAL ROTATED FACTOR LOADINGS FOR PCAT-AE ITEMS

Items*	Factors†						
	1	2	3	4	5	6	7
A3. Seen same day					0.36		
A4. Seen weekends					0.69		
A6. Seen evenings					0.73		
A8. Access by phone					0.50		
B1. General check up						0.61	
B2. New health problem						0.63	
B3. Need approval for seeing a specialist						0.48	
C1. See the same doctor or nurse each time		0.40					
C2. Doctor or nurse understands what you say or ask		0.70					
C3. Questions answered in ways that you can understand		0.65					
C4. Can call and talk to the doctor who knows you best		0.57					
C5. Doctor knows you very well as a person		0.69					
C6. Doctor gives you enough time to talk about your problems		0.76					
C7. Feel comfortable telling your doctor about your problems		0.69					
C8. Doctor knows who lives with you		0.58					
C9. Doctor knows what problems are most important to you		0.75					
C10. Doctor knows your complete medical history		0.67					
C11. Doctor knows about your work or employment		0.55					
C12. Doctor knows if you had trouble paying for medicines		0.54					
C13. Doctor willing to meet with family members		0.70					
C14. Doctor knows about all the medications you are taking		0.65					
C19. Doctor lets you look at your medical record if you want to		0.49					
C20. When you go to your doctor, your record is always available			0.65				
C21. Your doctor calls or sends you the results of your lab tests		0.38					
C22. Doctor gets the information about your visit with others		0.54					
D1. Doctor suggests you go to the specialist							0.68
D2. Doctor knows you made these visits to the specialist							0.76
D3. Doctor discusses with you places to get help							0.48
D4. Doctor helps you make the appointment for that visit							.77
D5. Doctor writes down information for the specialist							0.75
D6. Doctor knows the results of the visit							0.71
D7. Doctor talks with you about what happened at the visit							.63
D8. Doctor interested in the quality of care from your specialist							.64
E1. Answer questions about nutrition or diet	0.43						
E2. Immunization ("shots") such as for Flu or tetanus	0.48						
E3. Check if eligible for any social service program or benefits	0.51						
E4. Suggestions for nursing home care	0.61						
E7. Family planning or birth control methods	0.58						
E8. Discussion of alcohol or drug abuse problems	0.77						
E9. Counsel mental health problems	0.73						
E10. Test for lead poisoning	0.85						
E11. Sew up a cut a cut that needs stitches	0.73						
E12. Counseling and testing for HIV/AIDS	0.76						
E13. Hearing screening	0.60						
E15. Allergy shots	0.71						
E16. Removal of wart	0.83						

TABLE 2

(continued)

Items*	1	2	3	Factor†	5	6	7
				4			
E17. Pap tests for cervical cancer	0.58						
E18. Rectal exams or sigmoidoscopy exams for bowel cancer	0.70						
E19. Smoking counseling	0.78						
E20. Prenatal care	0.58						
E21. Splinting for sprained ankle	0.81						
E22. Care for an ingrown toe nail	0.83						
E23. What to do in case incapacitated	0.71						
E24. Counsel on changes in mental or physical abilities	0.70						
F1. Advice about healthy food and unhealthy food			0.53				
F2. Advice on seat-belt use or child safety seats			0.80				
F3. Home safety			0.81				
F4. Ways to handle family conflicts			0.81				
F5. Advice about appropriate exercise for you			0.60				
F6. Tests for cholesterol level in your blood			0.53				
F7. Checking on and discussing the medications you are taking			0.35				
F8. Possible exposures to harmful substances			0.78				
F9. Ask if you have a gun, its storage, or its security			0.63				
F10. How to prevent osteoporosis or fragile bones (females)			0.66				
F11. Care for menstrual or menopause problems (females)			0.68				
F12. For over 65: How to prevent hot water burns			0.92				
F13. For over 65: How to prevent falls			0.91				
H1. Someone at doctor's office would make home visits				0.61			
H2. Doctor know about health problems of your neighborhood				0.66			
H3. Do surveys of their patients				0.78			
H4. Do surveys in the community				0.88			
H5. Ask family members to serve on board of directors				0.89			
I1. Recommend your doctor to a friend or relative					0.63		
I2. Recommend your doctor to non-English speaker					0.44		
Eigenvalue	16.17	6.39	3.87	2.68	1.57	1.16	3.12
Variance (%)	44.7	17.7	10.7	7.4	4.3	3.2	7.3
Accumulative variance (%)	44.7	62.4	73.1	80.5	84.9	88.1	—

PCAT-AE denotes Primary Care Assessment Tool—Adult Edition; HIV, human immunodeficiency virus; AIDS, acquired immune deficiency syndrome; Pap, Papanicolaou.

\*Table 3 has more detailed contents.

†A—first contact—accessibility (factor 5), B—first contact—utilization (factor 6), C—longitudinality—interpersonal relationships (factor 2), D—coordination of services (factor 7), E—comprehensive services available (factor 1), F—comprehensive services received (factor 3), H—community orientation (factor 4), and I—total competence (factor 2).