

Appendix A : All SRFC Patients compared with SRFC, VA, and HCH Study Participants

| Patient characteristics | All SRFC Patients (%) ^a | SRFC Study Participants No. (%) | Declined to Participate No. (%) | Birmingham VA No. (%) | HCH No. (%) |
|---|------------------------------------|---------------------------------|---------------------------------|-----------------------|---------------|
| Gender | | | | | |
| Male | 101 (62.3) | 27 (54.0) | 7 (50.0) | 139 (92.7) | 133 (68.2) |
| Female | 61 (37.7) | 20 (40.0) | 7 (50.0) | 11 (7.3) | 59 (30.3) |
| Other | | | | | 3 (1.5) |
| Prefer not to say | | 3 (6.0) | | | |
| Race | | | | | |
| White | 45 (27.8) | 14 (28.0) | 4 (28.6) | 33 (22.6) | 77 (49.4) |
| Black | 93 (57.4) | 29 (58.0) | 6 (42.9) | 111 (76.0) | 75 (48.1) |
| Asian | 10 (6.2) | | 4 (28.6) | | 2 (1.3) |
| American Indian | 4 (2.5) | | | 1 (0.7) | 2 (1.3) |
| Hispanic | 10 (6.2) | | | 1 (0.7) | |
| Mixed | | 1 (2.0) | | | |
| Prefer not to say | | 6 (12.0) | | | |
| “Are you employed right now?” | | | | | |
| Yes | 38 (23.5) | 16 (32.0) | Not Collected | Not Collected | Not Collected |
| No | 124 (76.5) | 31 (62.0) | | | |
| Prefer not to say | | 3 (6.0) | | | |
| “Do you currently have a stable place to stay?” | | | | | |
| Yes | 99 (61.1) | 31 (62.0) | Not Collected | 100 (66.7) | 129 (68.7) |
| No | 63 (38.9) | 16 (32.0) | | 50 (33.3) | 66 (31.3) |
| Prefer not to say | | 3 (6.0) | | | |

^aData in the “All SRFC Patients” column was obtained via an internal SRFC demographics report (Hess et al., 2016). The patient demographic information from Birmingham VA and BHCH were obtained from a prior publication (Kertesz et al., 2013).

**Appendix B: Items Drawing the Lowest Proportion of Frankly Unfavorable Responses:
June 2015 – March 2016**

| Item | % Frankly Unfavorable ^a |
|--|------------------------------------|
| I can be honest with my primary care provider if I use drugs or alcohol. | 0.0 |
| My primary care provider takes my health concerns seriously. | 2.2 |
| This place helps me get care without missing meals or a place to sleep. | 2.2 |
| My primary care provider never doubts my health needs. | 2.3 |
| If my primary care provider and I were to disagree about something related to my care, we could work it out. | 4.2 |
| The staff at this place listens to me. | 4.3 |
| My primary care provider makes decisions based on what will truly help me. | 4.3 |
| This place tells me about what services are available. | 4.4 |
| The people who work at this place seem to like working with people who have been homeless. | 4.9 |
| If I miss an appointment, this place still finds a way to help me. | 4.9 |

^aFrankly Unfavorable item response based on categorical “Strongly Agree” or “Agree” with a negatively worded item, or “Strongly Disagree” or “Disagree” with a positively worded item.

**Appendix C: Table of Things that Most Often Frustrated SRFC Patients: June 2015 –
March 2016**

| Things that frustrated patients most about clinic ^a | Frequency (n=21) |
|--|------------------|
| Long wait times | 8 |
| Facilities (A/C, exam room size, etc.) | 2 |
| Other patients (soliciting money, staring, etc.) | 2 |
| Limited medications dispensed (no controlled substances) | 2 |
| Limited days of operation | 1 |
| Many different doctors | 1 |
| No one returns phone calls | 1 |
| Confusion with coordination of care | 1 |
| No specialty care (dentistry) | 1 |
| “Staff thinks everyone is homeless” | 1 |
| Personal issue unrelated to clinic | 1 |

^aQualitative responses of patients were categorized subjectively at the discretion of the authors.