

Supplementary material

This appendix formed part of the original submission and has been peer reviewed. We post it as supplied by the authors.

Supplement to: São João, R. (2021). Importance-Performance Analysis: a management tool on health decision making. *Journal of Statistics on Health Decision*, 3(1), 1-5. published online July 22, 2021. <https://doi.org/10.34624/jshd.v3i1.24673>

Importance-Performance Analysis: a management tool on health decision making

Supplementary Material: IPA: *a management tool on health decision making.*

Table 3 – Location of Attributes and their domains in IPA graph according to the barriers

Attributes and domains assessed in the SAC questionnaire	Definition of the barriers			
	C	MP	AV	MAX
Easy of booking (AcAd_1)	IQ	IIQ	IIQ	IIQ
Personalised Admission Service (AcAd_2)	IQ	IQ	IQ	IIQ
SAC avoids further trips to the hospital (AcAd_3)	IQ	IQ	IQ	IQ
Flexible schedule (AcAd_4)	IQ	IQ	IIQ	IIQ
The way SAC was provided by the whole team (QuCa_1)	IQ	IQ	IQ	IQ
Prompt response from the Hospital to your health problem (QuCa_2)	IQ	IQ	IQ	IIQ
Equipment needed for immediate action (QuCa_3)	IQ	IQ	IQ	IQ
Overall quality of the administrative service (QuCa_4)	IQ	IQ	IQ	IIQ
Overall quality of operational assistants (QuCa_5)	IQ	IQ	IQ	IIQ
Overall quality of nursing services (QuCa_6)	IQ	IQ	IQ	IIQ
Overall quality of the examination service (QuCa_7)	IQ	IQ	IIQ	IIQ
Clear explanation of the user's state of health and available therapies (QuCa_8)	IQ	IQ	IQ	IIQ
Overall quality of medical service (QuCa_9)	IQ	IQ	IQ	IIQ
Comfortable and pleasant waiting rooms (Fa_1)	IQ	IVQ	IVQ	IIIQ
Cleaning and hygiene for effective hospital infection control (Fa_2)	IQ	IVQ	IVQ	IVQ
Privacy in the consultation office (Fa_3)	IQ	IVQ	IVQ	IVQ
Well signposted consultation office (Fa_4)	IQ	IVQ	IIIQ	IIIQ
Ease of access or circulation for people with reduced mobility (Fa_5)	IQ	IVQ	IVQ	IVQ
Parking for users and carers (Fa_6)	IQ	IIIQ	IIIQ	IIIQ
Implementation of new techniques that contribute to early diagnosis (Sa_1)	IQ	IQ	IVQ	IIIQ
Suggestion by the clinician for the realisation of the SAC and its benefits (Sa_2)	IQ	IVQ	IVQ	IIIQ
Possibility to perform at the same place: consultation, exams and surgery (Sa_3)	IQ	IQ	IQ	IQ
The SAC enables the reduction of waiting lists (Sa_4)	IQ	IQ	IQ	IQ
Reduced time for clinical assessment/reporting of results (Re_1)	IQ	IQ	IQ	IQ
Listening to the user in order to carry out the SAC (Re_2)	IQ	IQ	IQ	IQ
Availability of outpatient treatment (Re_3)	IQ	IQ	IQ	IQ

Legend: Method used in the definition of the barriers. C:center of scale;MP:midpoint of the assessments;AV:average of the assessments;MAX:maximization. Domains: Access/Admission to health care (AcAd), Quality of Care (QuCa), Facilities (Fa), Satisfaction (Sa), Receptivity to the SAC (Re). Quadrants of the IPA chart according to Martilla and James [1]:IQ-Maintain/ Keep Up the Good Work; IIQ-Raise/Need to Concentrate; IIIQ-Reduce/Low Priority; IVQ-Eliminate/Possible Overkill.