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| **Additional file 1:** Complete search strategy for PubMed databases | | |
| **Set** | **Strategy** | **Results** |
| #1 | ((waiting list[Title/Abstract]) OR (priority list[Title/Abstract])) OR (priority setting[Title/Abstract]) | 11683 |
| #2 | (effecting factor\*[Title/Abstract]) OR (factor\*[Title/Abstract]) | 3,491,340 |
| #3 | ((volunteer patient[Title/Abstract]) OR (elective surgery[Title/Abstract])) OR (none-emergency surgery[Title/Abstract]) | 1,258,817 |
| #4 | #1 AND #2 AND #3  ((((waiting list[Title/Abstract]) OR (priority list[Title/Abstract])) OR (priority setting[Title/Abstract])) AND (((volunteer patient[Title/Abstract]) OR (elective surgery[Title/Abstract])) OR (none-emergency surgery[Title/Abstract]))) AND ((effecting factor\*[Title/Abstract]) OR (factor\*[Title/Abstract])) | 171\* |
| **\***Filters activated: English | | |

**Developing a prioritization framework for patients in need of Coronary Artery Angiography**

Leila Doshmangir, Faramarz Pourasghar, Rahim Sharghi,Ramin Rezapour, Vladimir Sergeevich Gordeev

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| **Table2.** Characteristics of the included studies in Service Quality | | | | | | | | | | | | | | | | | | | |
| Author: year | Ward/ Disease type | Sample size | D1 | D2 | D3 | D4 | D5 | D6 | D7 | D8 | D9 | D10 | D11 | D12 | Total | sex | | Disease control | |
| male | female | Poor | well |
| Tabrizi JS, et al, 2015 27 | Emergency | 120 | \*8.84  (1.38) | 8.8  (1.52) | 8.84  (1.38) | 6.00  (0.00) | -- | 8.89  (1.13) | 9.71  (0.83) | 9.58  (0.77) | 6.52  (0.58) | 9.58  (0.77) | 9.62 (1.10) | 9.74  (0.82) | 8.77  (0.66) | 8.76  (0.65) | 8.77  (0.68) | --- | --- |
| Somi, M-H, et al, 2015 28 | Endoscopic | 172 | 9.25  (1.63) | 7.01(2.96) | 7.80  (2.90) | 6.06  (3.41) | 8.50  (1.97) | 9.60  (1.46) | 7.57  (2.92) | 6.60  (2.52) | 7.49  (3.24) | 6..15  (4.07) | 6.65  (2.83) | 8.83  (2.91) | 7.53  (1.31) | -- | -- | --- | --- |
| Tabrizi JS, et al, 2014 21 | Cardiovascular | 203 | 7.66 | 8.43 | 8.10 | 9.52 | 6.20 | 7.75 | 6.87 | 7.84 | 5.07 | 3.91 | 5.37 | 7.33 | 7.00  (1.59) | -- | -- | --- | --- |
| Karimi, S, et al, 2013 29 | Rheumatoid arthritis | 172 | 9.37 (1.63) | 8.28 (1.83) | 8.42 (1.75) | 3.11 (3.20) | 8.63 (1.47) | 7.78 (2.17) | 8.88 (1.50) | 7.82 (2.10) | 7.94 (2.31) | 7.29 (2.60) | 8.86 (1.98) | 9.77 (0.99) | 7.91 (0.87) | 7.77 (0.90) | 7.94 (0.87) | 7.66 (0.77) | 8.00 (0.90) |
| Tabrizi JS, et al, 2014 30 | Type 2  Diabetes | 180 | 7.9 | 8.2 | 7.26 | 9.3 | 8.44 | 8.2 | 8.93 | 7.87 | 7.45 | 7.95 | 8.8 | 7.34 | 8.17  (0.64) | - |  | 8.38  (0.64) | 8.36  (0.64) |
| Gholipour K, et al, 2018 31 | Myocardial infarction | 164 | 8.00  (4.00) | 6.25  (3.63) | 7.00  (3.75) | 9.00  (3.00) | 5.00  (4.33) | 7.75  (4.00) | 9.63  (2.06) | 6.40  (4.60) | 7.00  (4.33) | 6.00  (4.00) | 5.00  (6.38) | 10.00  (3.00) | 6.80  (1.47) | 6.76  (1.55) | 6.87  (1.37) | 6.52  (1.79) | 6.60  (1.63) |
| Tabrizi JS, et al, 2013 32 | Physiotherapy | 204 | 6.40  (2.97) | 9.78  (1.05) | 8.32  (3.50) | 9.75  (1.08) | --- | 9.83  (0.867) | 7.97  (1.99) | 9.85  (0.679) | 6.89  (2.46) | 7.06  (2.46) | 8.48  (2.23) | 9.84  (1.22) | 8.54  (0.797) | 8.57  (0.79) | 8.51  (0.81) | --- | --- |
| Tabrizi JS, et al, 2016, 33 | Asthma | 180 | 8.23 | 8.23 | 8.46 | 8.71 | 3.63 | 8.42 | 9.06 | 6.13 | 7.64 | 6.13 | 7.63 | 9.93 | 7.69  (1.67) | - | - | 7.35 (1.6) | 7.74 (1.6) |
| Tabrizi JS, et al, 2014, 34 | Caesarean Section and Normal | 200 | 8.16 6.54 | 6.93  (8.25) | 6.00  (8.19) | 5.46  (6.57) | 5.93  (7.32) | 7.44  (7.51) | 6.54  (7.37) | 6.41  (6.88) | 7.12  (7.28) | 6.99  (7.04) | 5.62  (7.64) | 6.61  (8.47) | 7.50  (1.45) | ---- | ---- | ---- | ---- |
| Tabrizi JS, et al, 2014, 35 | Maternity care | 185 | 8.57  (1.94) | 8.70  (2.33) | 7.85  (2.71) | 9.16  (1.55) | 3.66  (3.32) | 7.49  (2.37) | 7.14  (2.53) | 7.79  (1.98) | 6.80  (3.66) | 7.43  (4.14) | 9.12  (2.67) | 9.76  (1.47) | 7.53  (1.36) | ---- | ---- | --- | ---- |
| Gholipoue K, et al, 2018 36 (1) | Maternity care | 92 | 8.78 (1.40) | 9.90 (0.4)4 | 9.33 (1.77) | 9.17 (2.04) | 7.88 (3.35) | 8.67 (2.11) | 8.08 (1.68) | 8.19 (1.87) | 9.07 (1.72) | 9.51 (1.45) | 9.07 (1.62) | 10.00 (0.00) | 8.91 (0.76) | -- | - | -- | -- |
| Gholipoue K, et al, 2018 36 (2) | Maternity care | 93 | 8.85  (1.32) | 9.23  (1.56) | 8.77  (1.55) | 9.27  (1.60) | 2.16(2.64) | 8.93  (1.48) | 6.48  (2.53) | 7.90  (2.07) | 7.05  (2.19) | 6.14  (3.30) | 8.55  (1.73) | 10.00 (0.00) | 7.63  (0.91) | -- | - | -- | -- |
| Alidoost S, et al, 2013, 37 | Inflammatory bowel | 94 | 9.48  (1.86) | 8.00  (2.68) | 8.16  (2.84) | 950.  (1.59) | 5.56  (3.49) | 6.91  (3.23) | 8.11  (2.06) | 6.54  (3.57) | 6.51  (3.39) | 5.42  (4.27) | 7.34  (2.95) | 9.46  (2.25) | 7.21  (1.46) | 7.31  (1.53) | 7.11  (1.4) | -- | -- |
| D1: Choice of care provider D2: Communication D3: Autonomy D4: Continuity D5: Support group D6: Quality of basic amenities D7: Dignity D8: Prompt attention D9: Safety D10: Prevention/early detection D11: Accessibility D12: Confidentiality  \*Mean(SD) | | | | | | | | | | | | | | | | | | | |

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| **Table3**. Characteristics of the included studies in Customer Quality | | | | | | | | |
| Author: year | Disease type | Sample size | Mean age | CQ score | self-management capability groups | | | |
| One | Two | Three | Four |
| Azami-aghdash, Saber, et al, 2013, 38 | Angiography | 202 | 55.81±10.32 | \*60.42±10.07 | \*\*1 (0.5) | 29  (14.6) | 168 (84.4) | 0 |
| Tabrizi JS, et al, 2012, 39 | Maternity care | 185 | 67.1±11.39 | 67.79± 11.29 | 0 | 9  (5.0) | 146  (80.7) | 26  (14.4) |
| Tabrizi JS, et al, 2012, 40 | Inflammatory Bowel | 94 | --- | 70.63 ± 9.67 | 0 | 1  (1.1) | 82  (87.2) | 11  (11.7) |
| Gholipoue K, et al, 2018 36 (1) | Maternity care | 92 | -- | 87.47 ± 6.75 | 0 | 0 | 16  (17.4%) | 76  (82.6%) |
| Gholipoue K, et al, 2018 36 (2) | Maternity care | 93 | -- | 82.63 ± 7.21 | 0 | 0 | 46  (49.5%) | 47  (50.5%) |
| Azad Shokri et al, 2014 41 | Rheumatoid Arthritis | 170 | -- | 70.25 ± 13.2 | 0 | 15  (9.3%) | 115  (71.0%) | 32  (19.8%) |
| \* Mean(SD)  \*\* N (%) | | | | | | | | |

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| **Table 4.** Characteristics of the included studies in Technical Quality | | | | | | | |
| **Author /**  **Year** | **City** | **Care / Disease** | **Sample Size** | **Effective care (%)** | | | **Main Results** |
| **Poor and weak** | **Average** | **Good and Excellent** |
| Gholipour K, et al:2016 42 | Tabriz | Maternity Care | 93 | 6.6 | - | 93.4 | Logistic regression analysis showed that the self-assessed technical quality of maternity care received by the women was significantly better in the intervention than the control group for several of the standards concerning clinical examinations, maternal education and vitamin, and mineral supplements. |
| Wilson, A, et al: 2013 43 | Tabriz | Maternity Care | 185 | 12.4 |  | 87.6 | There was no significant relationship between demographic factors and maternity care standards and the TQ score. Also, based on women’s reports of care during pregnancy, adherence to MOH recommended protocol for maternity care was relatively high for some clinical examination and low for education, supplements, and Para-clinic examinations. |
| Nahangi, H, et al: 2014 44 | Isfahan | Rheumatoid Arthritis Care | 172 | 26.5 | - | 73.5 | Technical quality had a significant relationship with age and patients with complications reported higher TQ score than who haven’t complications. Overall technical quality for people with rheumatoid arthritis was relatively low. |
| Tabrizi, JS, et al: 2015 45 | Tabriz | Inflammatory Bowel Disease | 94 | 11.8 | 32.3 | 55.9 | The results showed a substantial gap between provided care for the people with Inflammatory Bowel Disease and the relevant standards. |

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| **Table 5.** Mean scores related to the service quality dimensions in Iran | | | | | | | | |
| **Heterogeneity test(95% CI)** | | | | **Dimension statues (95% CI)** | | | | **Dimensions** |
| I2 | P-Value | Q | df | Upper limit | Lower limit | Variance | Mean |
| 95.287 | 0.000 | 190.962 | 9 | 9.060 | 8.135 | 0.056 | 8.597 | Choice of care provider |
| 98.266 | 0.000 | 518.918 | 9 | 8.949 | 7.750 | 0.094 | 8.350 | Communication |
| 90.788 | 0.000 | 97.696 | 9 | 8.570 | 7.749 | 0.044 | 8.160 | Autonomy |
| 99.092 | 0.000 | 880.866 | 8 | 8.979 | 6.733 | 0.328 | 7.856 | Continuity |
| 99.185 | 0.000 | 858.823 | 7 | 7.685 | 4.154 | 0.812 | 5.920 | Support group |
| 97.682 | 0.000 | 388.296 | 9 | 8.966 | 7.783 | 0.091 | 8.374 | Quality of basic amenities |
| 97.961 | 0.000 | 441.462 | 9 | 8.733 | 7.362 | 0.122 | 8.047 | Dignity |
| 98.833 | 0.000 | 771.464 | 9 | 8.507 | 6.990 | 0.150 | 7.749 | Prompt attention |
| 96.241 | 0.000 | 239.397 | 9 | 7.843 | 6.657 | 0.092 | 7.250 | Safety |
| 98.514 | 0.000 | 538.431 | 8 | 8.344 | 6.246 | 0.286 | 7.295 | Prevention/early detection |
| 96.930 | 0.000 | 293.155 | 9 | 8.599 | 7.264 | 0.116 | 7.931 | Accessibility |
| 85.509 | 0.000 | 48.305 | 7 | 9.795 | 9.795 | 0.015 | 9.558 | Confidentiality |
| **98.275** | **0.000** | **659.456** | **12** | **8.125** | **7.456** | **0.029** | **7.790** | **Total Services Quality** |