Appendix 2: Secondary Codes

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| **Themes and Categories** | **Codes** |
| 1.0 Comments about staff | 1.6x, 1.7x, 1.8x, 1.9x, 3.6x, 3.7x, 3.8x |
| 1.1. Positive | 1.7x, 1.8x, 1.9x |
| 1.2 Negative | 3.6x, 3.7x, 3.8x |
| 2.0 Comments about specific departments | 1.0, 1.1x, 1.20, 1.3x, 1.40, 1.5x, 3.0, 3.1x, 3.20, 3.30, 3.40 |
| 2.1 Positive | 1.0, 1.1x, 1.20, 1.3x, 1.40, 1.5x |
| 2.2 Negative | 3.0, 3.1x, 3.20, 3.30, 3.40 |
| 3.0 Comments on technical aspects of care | 2.21x, 2.22, 2.23, 2.24x |
| 3.1 Negative | 2.21x, 2.22, 2.23, 2.24x |
| 4. Comments describing the hospital physical plant, parking, and amenities | 2.1x, 4.2x |
| 4.1 Positive | 4.2x |
| 4.2 Negative | 2.1x |
| 5.0 Other | 5.30, 6.x, 7.x |