Appendix 1: Q Statement by Category

Category	#	Statement
Engagement and Empowerment	6	It's important to speak up to doctors and nurses when I have a question
	17	It's important that I be an active participant in my healthcare
	30	I prefer to leave decisions about my medical care up to my doctor
	31	I only want to know what my doctors think is important
	34	It's important that my doctors and nurses understand what is most important to me
Information needs	2	It's important to know what will happen with my care today
	3	It's important to know why each medication is given to me
	4	It's important to know when I can leave the hospital
	5	It's important to know the cost of being in the hospital
	7	It's important to know about different options for how to treat my illness
	8	It's important to know how to get help if I am worried or need information
	9	It's important that I know what I will need to do for my health after leaving the hospital
	10	It's important to know when I will see my doctor next
	13	It's important to know what to ask my doctors or nurses
	15	It's important to know how serious my illness is
	18	It's important that I keep track of things by writing them down so that I remember them
	25	It's important to know what kinds of safety errors can happen with patients in my situation
	29	It's important to know what activities are okay based on my current condition
	32	It's important to get information at a time when I can focus
	33	It's important that I understand my doctors' reasoning when they give a recommendation
Information Management	19	It's important that someone else helps me keep track of things
	20	I like to keep track of things by just paying attention and remembering
	24	It's important to get information in a way that's easy to share with others
Communication preferences	1	It's important to know the names and responsibilities of my doctors, nurses, and other health care providers
	6	It's important to speak up to doctors and nurses when I have a question
	11	It's important to get information in a way that I can understand
	16	It's important that I get information about how my health condition is changing over time
	21	It's important that my doctors and nurses listen to me
	22	It's important to know how my doctors and nurses are communicating with each other when there are shift changes
	23	It's important that I know right away when there is a change of plan for my care
	28	It's important that the hospital respects my need for privacy
	32	It's important to get information at a time when I can focus
Relationships and norms	12	It's important that I am not a bother to my doctors and nurses
	14	It's important to feel like my doctors have time to answer my questions
	26	It's important that my doctors and nurses agree with my decisions for my care
	27	It's important that I have a positive relationship with my doctors and nurses

Appendix 2a: Distinguishing Statements for the Accommodating Information Seeker Patient Persona

Items Ranked Higher in Cluster 1 Array than Other Clusters (sorted by greatest agreement)

(3) "It's important to know why each medication is given to me" (+4)

(15) "It's important to know how serious my illness is" (+4*)

(8) "It's important to know how to get help if I am worried or need information" (+3*)

(12) "It's important that I am not a bother to my doctors and nurses (-1**)

Items Ranked Lower in Cluster 1 Array than Other Clusters (sorted by greatest disagreement)

(22) "It's important to know how my doctors and nurses are communicating with each at shift changes" (-3**)

(20) "I like to keep track of things by just paying attention and remembering (-3*)

(1) "It's important to know the names and responsibilities of my doctors, nurses, and other health care providers" (-2**)

(14) "It's important to feel like my doctors have time to answer my questions (-1**)

All statements listed have significant loading with this cluster: (*) denotes $p<0.05$; (**) denotes $p<0.01$

Appendix 2b: Distinguishing Statements for the Involved Safety Guardian Patient Persona

Items Ranked Higher in Cluster 2 Array than Other Clusters

(3) "It's important to know why each medication is given to me" (+4**)

(11) "It's important to get information in a way that I can understand" (+4**)

(26) "It's important that my doctors and nurses agree with my decisions for my care" (+3**)

(25) "It's important to know what kinds of safety errors can happen with patients in my situation" (+3*)

(22) "It's important to know how my doctors and nurses are communicating with each other when there are shift changes" (+2**)

Items Ranked Lower in Cluster 2 Array than Other Clusters

(28) "It's important that the hospital respects my need for privacy" (-3*)

(7) "It's important to know about different options for how to treat my illness" (-2**)

(15) "It's important to know how serious my illness is" (-1**)

All statements listed have significant loading with this cluster: (*) denotes $p<0.05$; (**) denotes $p<0.01$

Appendix 2c: Distinguishing Statements for the Active Self Manager Patient Persona

Items Ranked Higher in Cluster 3 Array than Other Clusters (sorted by greatest agreement)

(15) "It's important to know how serious my illness is" (+4**)

(17) "It's important that I be an active participant in my healthcare" (+4**)

(9) "It's important that I know what I will need to do for my health after leaving the hospital" (+3**)

(33)   "It's important that I understand my doctors' reasoning when they give a recommendation" (+3)

(4)   "It's important to know when I can leave the hospital" (+1**)

Items Ranked Lower in Cluster 3 Array than Other Clusters (sorted by greatest disagreement)

(12)   "It's important that I am not a bother to my doctors and nurses" (-4)

(25)   "It's important to know what kinds of safety errors can happen with patients in my situation" (-3**)

(13)   "It's important to know what to ask my doctors or nurses" (-2*)

(11)   "It's important to get information in a way that I can understand" (0**)

All statements listed have significant loading with this cluster: (*) denotes $p < 0.05$; (**) denotes $p < 0.01$

Appendix 3a: Distinguishing Statements for the Cooperative Information Seeker Caregiver Persona

Items Ranked Higher in Cluster 1 Array than Other Clusters (sorted by greatest agreement)

(15) "It's important to know how serious the patient's illness is" (+4)

(27) "It's important that I have a positive relationship with the doctors and nurses" (+2**)

(18) "It's important that I keep track of things by writing them down so that I remember them" (+0**)

Items Ranked Lower in Cluster 1 Array than Other Clusters (sorted by greatest disagreement)

(5) "It's important to know the cost of being in the hospital" (-4)

(20) "I like to keep track of things by just paying attention and remembering" (-3)

(4) "It's important to know when the patient can leave the hospital" (-2)

All statements listed have significant loading with this cluster: (*) denotes $p < 0.05$; (**) denotes $p < 0.01$

Appendix 3b: Distinguishing Statements for the Active Participator Caregiver Persona

Items Ranked Higher in Cluster 2 Array than Other Clusters (sorted by greatest agreement)

(17) "It's important that I be an active participant in the patient's healthcare" (+4**)

(21) "It's important that the doctors and nurses listen to me" (+4)

(6) "It's important to speak up to doctors and nurses when I have a question" (+3*)

(1) "It's important to know the names and responsibilities of our doctors, nurses, and other health care providers" (+2**)

Items Ranked Lower in Cluster 2 Array than Other Clusters (sorted by greatest disagreement)

(12) "It's important that I am not a bother to the doctors and nurses" (-4*)

(30) "I prefer to leave decisions about the patient's medical care up to the doctor" (-4*)

(15) "It's important to know how serious the patient's illness is" (+0**)

(3) "It's important to know why each medication is given to the patient" (+1**)

All statements listed have significant loading with this cluster: (*) denotes $p < 0.05$; (**) denotes $p < 0.01$

Appendix 3c: Distinguishing Statements for the Hands-off Safety Guardian Caregiver Persona

Items Ranked Higher in Cluster 3 Array than Other Clusters (sorted by greatest agreement)

(25) "It's important to know what kinds of safety errors can happen with patients in our situation" (+2**)

(30) "I prefer to leave decisions about the patient's medical care up to the doctor" (+0**)

(31) "I only want to know what the doctors think is important" (-1**)

Items Ranked Lower in Cluster 3 Array than Other Clusters (sorted by greatest disagreement)

(32) "It's important to get information at a time when I can focus" (-4**)

(21) "It's important that the doctors and nurses listen to me" (-2**)

(34) "It's important that the doctors and nurses understand what is most important to me" (-1**)

All statements listed have significant loading with this cluster: (*) denotes p<0.05; (**) denotes p<0.01