Table 1. Conceptualization of Trust, Satisfaction, and Health Status Indices

Trust Index:
- I think my health provider may not refer me to specialist when needed.
- I trust my health provider to put my medical needs above other considerations when treating my medical problems.
- I sometimes think my health provider might perform unnecessary tests/procedures.
- My health provider's skills are not as good as they should be.
- My health provider always pays full attention to what I am trying to tell him or her.

Index collapsed to two categories to compensate for relatively large number of responses skewed to high trust scores.
- Lower levels of trust (n = 722)
- High levels of trust (n = 715)

- Cronbach's alpha = 0.7085

Satisfaction Index:
- When calling health provider's office during regular office hours, how often did you get the help or advice that you needed?
- Not counting times that you needed care right away, how often did you get an appointment for health care as soon as you wanted?
- How much of a problem was it to get the care, tests, or treatments you or your health provider believed necessary?

Index collapsed to two categories to compensate for relatively large number of responses skewed to high satisfaction
- Less satisfied (n = 613)
- Highly satisfied (n = 824)

- Cronbach's alpha = 0.5721

Health Status Index:
- In general, how do you rate overall health?
- Do you have physical/medical condition that interferes with independence, quality of life?
- Do you have physical/medical condition lasting $\geq$ 3 months?
- Have you seen health provider > 2 times in last 6 months for condition lasting $\geq$ 3 months?
- Have you taken Rx meds for condition lasting $\geq$ 3 months?

Index collapsed to three categories to compensate for the relatively large number of responses skewed to better health status scores
- low (n = 486)
- moderate (n = 468)
- High/good (n = 483)

- Cronbach's alpha = 0.7830

Table 2. Summary of Impact and Statistical Significance Associated with Predictors of Trust and Satisfaction in Nested Regression Models

	Trust			Satisfaction		
	Agg	White	Black	Agg	White	Black
Health Care System						
% Female provider proxy				↑		↑
% Minority provider proxy					↑	
Predisposing Characteristics						
Black	↓↓↓	NA	NA		NA	NA
Age				↑↑↑	↑↑↑	↑
8th grade education	↓	↓				
Some high school						
Some college				↓		
Four-year degree					↓↓	
> four-year degree						
Enabling Resources						
Months in practice			↓			
Specialty access – big problem		↓		↓↓↓	↓↓↓	↓↓
Specialty access – small problem				↓↓	↓	
Mixed urbanicity					↑	
Rural		↑			↑	
Mountains						
Coastal Plain						
Tidewater						
Need						
Low health status				↓↓↓	↓↓↓	↓↓
Moderate health status				↓	↓	
Disease Management Program Enrollment Status						
Consumer Satisfaction/Personal Health Practices						
Less satisfaction	↓↓↓	↓↓↓	↓↓↓	NA	NA	NA
Less trust	NA	NA	NA	↓↓↓	↓↓↓	↓↓↓
Decision-making propensity						
Primary predictors						
Race concordance						
Gender concordance				a		
# of significant variables	3	4	2	8	10	5
Pseudo R²	0.0635	0.0736	0.0677	0.0936	0.1134	0.0928

Agg = aggregated; ↑ = increase in value of dependent variable and $p < 0.05$; ↑↑ = increase in value of dependent variable and $p < 0.01$; ↑↑↑ = increase in value of dependent variable and $p < 0.001$; ↓ = decrease in value of dependent variable and $p < 0.05$; ↓↓ = decrease in value of dependent variable and $p < 0.01$; ↓↓↓ = decrease in value of dependent variable and $p < 0.001$; NA = not applicable; [a] odds ratio = 0.799 and p value = 0.054