

Supplementary Materials

1 Service Readiness Index

Table 1: Service readiness index items

General service domains	Tracer items
(a) Basic amenities	• Power (a grid or functional generator with fuel) • Improved water source within 500 m of facility • Room with auditory and visual privacy for patient consultations • Access to adequate sanitation facilities • Communication equipment (phone or short-wave radio) • Access to computer with e-mail and Internet • Emergency transportation
(b) Basic equipment	• Adult scale • Child scale • Thermometer • Stethoscope • Blood pressure apparatus • Light source
(c) Standard precautions for infection prevention	• Safe final disposal of sharps • Safe final disposal of infectious wastes • Appropriate storage of sharps waste • Appropriate storage of infectious waste • Disinfectant • Single-use, standard disposable or auto-disable syringes • Soap and running water or alcohol-based hand rub • Latex gloves • Guidelines for standard precautions
(d) Diagnostic capacity	• Haemoglobin • Blood glucose • Malaria rapid diagnostic test (RDT or smear) • Urine dipstick - protein • Urine dipstick - glucose • HIV diagnostic capacity (RDT or EUSA) • Syphilis RDT • Urine pregnancy test
(e) Essential medicines	• Amodipine tablet or alternative calcium channel blocker • Amoxicillin (syrup/suspension or dispersible tablets) • Amoxicillin tablet • Ampicillin powder for injection • Aspirin (capsules/tablets) • Beclometasone inhaler • Beta blocker (eg bisoprolol, metoprolol, carvedilol, atenolol) • Carbamazepine tablet • Ceftriaxone injection • Diazepam injection • Enalapril tablet or alternative ACE inhibitor (eg lisinopril, Ramipril, perindopril) • Fluoxetine tablet • Gentamicin injection • Glibenclamide tablet • Haloperidol tablet • Insulin regular injection • Magnesium sulfate injectable • Metformin tablet

- Omeprazole tablet or alternative (eg pantoprazole, rabeprazole)
 - Oral rehydration solution
 - Oxytocin injection
 - Salbutamol inhaler
 - Simvastatin tablet or other statin (eg atorvastatin, pravastatin, fluvastatin)
 - Thiazide (eg hydrochlorothiazide)
 - Zinc sulphate (tablet or syrup)
-

2 Composite SRI models

Table 2: Bayesian logistic regression models for satisfaction with Antenatal care with composite SRI

	Afghanistan	Haiti	Malawi	Nepal	Tanzania
Service Readiness Index	1.17* [1.02; 1.35]	1.12** [1.03; 1.22]	1.10 [0.95; 1.27]	1.03 [0.96; 1.11]	1.12*** [1.04; 1.20]
Facility Type (ref. = Hospital)					
Health Center	1.48 [0.75; 2.97]	2.79*** [1.81; 4.35]	1.00 [0.58; 1.71]	1.60** [1.09; 2.38]	1.05 [0.78; 1.41]
Health Post		2.31* [1.08; 5.27]	1.47 [0.54; 4.61]	2.15** [1.33; 3.50]	1.49* [1.03; 2.18]
Managing Authority (ref. = Public)					
Private, non-profit	0.52 [0.14; 1.83]	1.29 [0.83; 2.03]	0.90 [0.58; 1.46]	1.59 [0.80; 3.40]	1.02 [0.77; 1.36]
Private, for profit	0.35* [0.09; 1.14]	0.88 [0.57; 1.37]	0.90 [0.37; 2.50]	2.41** [1.31; 4.55]	2.25** [1.33; 4.04]
Rural	0.67 [0.19; 2.11]	1.35 [0.90; 2.06]	1.16 [0.70; 1.86]	0.91 [0.62; 1.33]	1.41** [1.11; 1.79]
Provider: Doctor		0.87 [0.60; 1.27]	1.56 [0.17; 50.15]	1.20 [0.70; 2.04]	0.69 [0.40; 1.25]
Visit actions	0.91 [0.81; 1.03]	1.09* [1.01; 1.18]	1.03 [0.94; 1.13]	1.15*** [1.06; 1.25]	1.06** [1.01; 1.11]
Paid fees	2.29 [0.66; 9.21]	0.66* [0.41; 1.04]	0.67 [0.39; 1.17]	0.81 [0.58; 1.15]	0.92 [0.67; 1.28]
Client age (normalized)	0.85 [0.68; 1.06]	0.94 [0.77; 1.14]	0.95 [0.78; 1.16]	1.27** [1.07; 1.51]	0.91 [0.81; 1.02]
Education (ref. = None)					
Primary	2.74*** [1.45; 5.37]	0.25** [0.06; 0.74]	0.68 [0.36; 1.18]	2.00** [1.21; 3.41]	1.39** [1.07; 1.81]
Secondary	2.62*** [1.52; 4.62]	0.15*** [0.03; 0.42]	0.62 [0.31; 1.18]	1.92*** [1.33; 2.77]	1.22 [0.87; 1.69]
Tertiary or higher	2.35* [1.03; 5.80]	0.10*** [0.02; 0.30]	0.37* [0.13; 1.12]	1.73** [1.13; 2.67]	0.76 [0.45; 1.35]
First pregnancy	1.13 [0.64; 2.00]	1.16 [0.77; 1.76]	0.72 [0.47; 1.11]	0.93 [0.67; 1.27]	0.87 [0.67; 1.13]
R ²	0.12	0.08	0.02	0.05	0.02
Num. obs.	430	1504	1999	1486	3954
loo IC	565.05	967.38	1120.12	1401.34	2806.86
WAIC	564.97	967.32	1118.12	1401.33	2806.86

Stars indicate posterior probabilities for odds ratios greater than or less than 1: * $\geq 95\%$, ** $\geq 99\%$, *** $\geq 99.9\%$

Table 3: Bayesian logistic regression models for satisfaction with sick child care (composite SRI)

	Afghanistan	Haiti	Malawi	Nepal	Tanzania
Service Readiness Index	1.87*** [1.41; 2.50]	1.07 [0.94; 1.21]	1.12* [1.01; 1.25]	1.05 [0.94; 1.18]	1.03 [0.96; 1.10]
Facility Type (ref. = Hospital)					
Health Center	1.07 [0.61; 1.91]	1.86*** [1.29; 2.68]	0.88 [0.62; 1.23]	1.77** [1.20; 2.61]	1.32** [1.08; 1.60]
Health Post		2.54*** [1.45; 4.57]	1.68* [1.08; 2.62]	2.08** [1.23; 3.51]	1.85*** [1.41; 2.42]
Managing authority (ref. = Public)					
Private, non-profit	6.44*** [2.10; 21.00]	1.37* [0.97; 1.95]	0.78 [0.53; 1.15]	3.25** [1.51; 8.19]	1.72*** [1.38; 2.14]
Private, for-profit	1.16 [0.41; 3.30]	1.24 [0.88; 1.76]	0.56** [0.37; 0.86]	3.00*** [1.77; 5.25]	2.37*** [1.72; 3.29]
Rural	0.56 [0.02; 7.81]	1.82*** [1.33; 2.52]	1.31* [0.99; 1.72]	0.79 [0.56; 1.11]	1.20* [1.02; 1.42]
Provider: Doctor		1.07 [0.68; 1.65]	1.35 [0.55; 3.84]	0.89 [0.56; 1.43]	1.33* [1.01; 1.76]
Paid fees	0.43 [0.15; 1.20]	0.79 [0.49; 1.22]	1.14 [0.79; 1.62]	1.03 [0.75; 1.43]	0.77** [0.64; 0.94]
Caregiver age (normalized)	1.12 [0.91; 1.39]	0.99 [0.86; 1.16]	0.99 [0.90; 1.08]	1.01 [0.91; 1.14]	1.01 [0.95; 1.08]
Education (ref. = None)					
Primary	0.78 [0.39; 1.58]	1.45 [0.79; 2.60]	0.99 [0.72; 1.33]	1.31 [0.89; 1.94]	1.05 [0.88; 1.26]
Secondary	0.81 [0.48; 1.36]	0.91 [0.53; 1.50]	0.77 [0.54; 1.08]	1.31* [0.98; 1.75]	0.97 [0.78; 1.21]
Tertiary or higher	0.79 [0.42; 1.50]	0.47 [0.25; 0.86]	0.60 [0.33; 1.12]	1.31 [0.91; 1.88]	0.62* [0.41; 0.94]
IMCI technical quality	0.33 [0.04; 2.61]	2.19 [0.59; 8.27]	1.45 [0.68; 3.15]	3.81 [1.54; 9.49]**	5.62 [3.56; 8.98]***
R ²	0.10	0.05	0.01	0.03	0.04
Num. obs.	446	2123	3131	2123	4864
loo IC	581.48	1434.45	2997.96	2012.95	5708.45
WAIC	580.10	1434.45	2997.94	2012.94	5708.44

Stars indicate posterior probabilities for odds ratios greater than or less than 1: * $\geq 95\%$, ** $\geq 99\%$, *** $\geq 99.9\%$