

Supplementary

Appendix Table A1. Summarize variables in the quantitative component

Variable name	Description
Main variables of interest	
Public satisfaction with health system	Question: “In general, how satisfied or dissatisfied are you with the health system in China?” Binary variable: “1” assigned for “completely satisfied”, “very satisfied”, or “fairly satisfied”, and “0” for responses of “neither satisfied nor dissatisfied”, “fairly dissatisfied”, “very dissatisfied or completely dissatisfied”.
Public trust in health system	Question: “In general, how much confidence do you have in the health system in China?” Binary variable: “1” for “complete confidence” or “a great deal of confidence”, and “0” for the responses of “some confidence”, “very little confidence”, or “no confidence”.
Demographic characteristics	
Gender	Categorical: Female, Male
Age group	Categorical: 44 or below, 45-59, 60 and above
Socioeconomic characteristics	
Residency	Categorical: Urban, Rural
household income	Proxy for economic status; categorized into three income groups.
Insurance type	Categorized into three groups: (1) with social insurance only, (2) with both social and commercial insurance, and (3) without social insurance.
Education	Categorical: Less than high school, High school graduate, College or higher
Healthcare need	
Self-reported health	Categorical: “2” for excellent/very good, “1” for good, and “0” for fair/poor
Health service experience / healthcare delivery performance	
Financial obstacles	Question: “During the past 12 months, were you ever unable to get the medical treatment you needed because you could not afford it?” Binary variable: “2” for “did not need medical treatment”, “1” for “no”, and “0” for “yes”.
Excessive waiting time	Question: “During the past 12 months, were you ever unable to get the medical treatment you needed because the waiting time was too long?” Binary variable: “2” for “did not need medical treatment”, “1” for “no”, and “0” for “yes”.
Public opinions on both the healthcare system and the doctors	
Perception in accessibility	Question: “How likely is it that if you become seriously ill, you would receive the best treatment available in the country?” Binary variable: “1” for “definitely” or “likely”, and “0” for “relatively not likely”, “definitely not”, or “not sure”

Trust in doctors' expertise	Question: “How much do you agree or disagree with the following statements about doctors in general in China? The medical skills of doctors are not as good as they should be.” Binary variable: “0” for “strongly agree”, “agree”, or “neither agree nor disagree”, and “1” for “disagree” or “strongly disagree”
Trust in doctors' ethics	Question: “Doctors care more about their earnings than about their patients?” Binary variable: “0” for “strongly agree”, “agree”, or “neither agree nor disagree”, and “1” for “disagree” or “strongly disagree”

Appendix Table A2. Interview guide.

General Information	
Participant ID:	
Background	
Gender:	Education:
Residency:	Income level:
Age:	Occupation:
Introduction	
Hello, I'm a student from Peking University Health Science Center, and I am conducting a study about people's perceptions on Chinese health system. May I bother you for an interview? [Read out the consent form] All the information you provide will be used for research purposes only, and your name will NOT appear in any reports. Do you mind participating in this interview? Do you have any questions?	
Perception on Chinese health system	
1. When was your last visit to hospital? And what did you go there for? 2. Were you satisfied with your experience of last hospital visit? 3. What was the most satisfied or dissatisfied issue for you during the visit? 4. In general, are you satisfied with China's current health system? What aspects are you satisfied or dissatisfied with? 5. How would you score Chinese doctors with 100 points in terms of trust? Why do you trust or distrust in Chinese doctors?	
Additional questions	
Thank you very much for your time. Are there any other information you would like to share, or any recommendations you would like to make to the policymakers?	
General Comments:	