

Supplementary File 2

Table S1: Nurse's interaction with the residents				
	A1. How do the residents in your unit experience minor conflicts with a patient	A2. How do residents in your unit experience major verbal conflicts (exchange	A3. How many times have the residents in your unit encountered physical violence	A4. In your opinion, what proportion of doctor-patient conflicts can be avoided
Characteristics				
Age				
≤30 years	3.10 (1.46)	3.87 (1.31)	4.38 (1.11)	1.86 (1.04)
> 30 years	3.57 (1.63)	4.15 (1.35)	4.70 (0.60)	2.05 (1.36)
p-value	0.0191*	0.0732	0.0076*	0.1354
Institutions				
Private	3.22 (1.54)	3.91 (1.35)	4.57 (0.90)	1.84 (1.11)
Public	3.68 (1.61)	4.29 (1.26)	4.43 (0.97)	2.31 (1.45)
p-value	0.0914	0.1022	0.3803	0.0228*
Years of Experience				
<5 years	3.14 (1.53)	3.74 (1.45)	4.38 (1.12)	1.88 (1.14)
5-10 years	3.29 (1.54)	3.92 (1.36)	4.61 (0.86)	1.97 (1.19)
>10 years	3.66 (1.61)	4.52 (0.96)	4.64 (0.60)	2.02 (1.34)
p-value	0.1966	0.0059*	0.214	0.8258
*p-value of <0.05				

Table S2: Non-verbal Components of Communication					
	B1. Greet a patient warmly upon meeting them with a	B2. Prefer to address the patient by name during history taking/examination	B3. Make eye contact during conversation or interview.	B4. Try to avoid any interruptions such as taking calls or checking messages while	B5. Pay attention to non-verbal cues like gestures and facial

	smile/say hello.			communicating with the patients	expressions of the
Characteristics					
Institutions					
Private	4.24 (1.03)	4.40 (0.85)	4.27 (0.95)	3.70 (1.22)	4.83 (1.15)
Public	4.45 (0.90)	4.68 (0.51)	4.48 (0.63)	4.38 (0.94)	4.18 (1.16)
p-value	0.2176	0.0462*	0.0084*	0.0008*	0.0796
Assigned Specialty					
Family Medicine (n= 16)	4.5 (0.63)	4.37 (0.61)	4.5 (0.73)	4.27 (0.80)	4.18 (0.83)
Internal Medicine (n= 22)	4.27 (1.07)	4.5 (0.74)	4.5 (0.67)	4.13 (0.71)	3.95 (1.25)
Obs/Gyn (n= 93)	4.44 (0.89)	4.68 (0.62)	4.50 (0.77)	3.95 (1.24)	3.91 (1.18)
Pediatric (n=27)	4.22 (1.08)	4.44 (0.69)	4.22 (1.28)	3.96 (1.15)	4.18 (1.11)
Surgery (n=27)	3.88 (1.15)	3.88 (1.18)	4.00 (0.96)	3.03 (1.25)	3.44 (1.28)
Others (n= 8)	3.75 (1.48)	4.12 (0.83)	3.87 (1.12)	3.37 (1.18)	3.87 (0.64)
p-value	0.0871	0.0002*	0.0595	0.0015*	0.2367
Interaction Frequency					
<2 interactions	4.53 (0.66)	4.60 (0.54)	4.69 (0.55)	4.16 (1.06)	4.34 (0.75)
2-4 interactions	4.24 (0.98)	4.51 (0.65)	4.28 (0.81)	3.81 (1.08)	3.84 (1.16)
4-6 interactions	4.54 (0.86)	4.59 (0.76)	4.48 (0.93)	3.83 (1.36)	4.16 (0.98)
6-8 interactions	3.76 (1.52)	4.11 (1.16)	3.82 (1.28)	3.47 (1.32)	3.82 (1.07)
>8 interactions	4.00 (1.13)	4.19 (1.13)	4.23 (1.06)	3.76 (1.33)	3.07 (1.54)
p-value	0.0172*	0.0641	0.0073*	0.3087	0.0002*

Table S3: Content and setting of discussion/interview sessions

	B6. Ensure privacy while conducting interview/discussion sessions with patients/	B7. Prefer simple language and avoid medical jargon and abbreviations	B8. Explain the nature, course, and prognosis (both short term and long term)	B9. Explain in detail the necessity and feasibility of expensive	B10. Explain in detail regarding various treatment options available and their	B11. Involve the patient in the decision-making regarding the choice of investigation	B12. Ask the patient if he/she would like additional information before concluding sessions
Characteristics							
Age							
≤30 years	4.27 (1.04)	4.07 (1.11)	4.03 (1.11)	3.92 (1.23)	4.05 (0.94)	4.08 (1.08)	3.98 (1.21)
> 30 years	4.43 (0.89)	4.33 (0.86)	4.33 (0.82)	4.11 (1.15)	4.15 (0.96)	4.27 (0.98)	4.31 (0.82)
p-value	0.1326	0.038*	0.019*	0.1251	0.2501	0.1122	0.0139*
Institutions							
Private	4.26 (1.01)	4.13 (1.01)	4.10 (1.00)	3.93 (1.17)	4.01 (0.97)	4.10 (1.05)	4.02 (1.09)
Public	4.63 (0.80)	4.43 (0.94)	4.43 (0.94)	4.29 (1.24)	4.41 (0.81)	4.40 (0.97)	4.54 (0.81)
p-value	0.0281*	0.0854	0.0576	0.0774	0.015*	0.0912	0.0036*
Assigned Specialty							
Family Medicine (n=16)	4.18 (0.91)	4.37 (0.71)	4.37 (0.71)	4.06 (0.85)	4.00 (0.81)	4.18 (0.98)	4.37 (0.61)
Internal Medicine (n=22)	4.04 (1.17)	4.22 (1.15)	3.86 (1.12)	3.81 (1.25)	4.04 (1.13)	4.00 (1.23)	3.81 (1.46)
Obs/Gyn (n=93)	4.59 (0.79)	4.36 (0.88)	4.37 (0.84)	4.24 (1.05)	4.29 (0.81)	4.30 (0.96)	4.31 (0.89)

Private	3.93 (1.07)	4.06 (0.87)	3.97 (1.11)	3.95 (1.03)	4.25 (1.06)	4.20 (1.03)
Public	4.5 (0.84)	4.54 (0.69)	4.5 (0.73)	4.40 (0.84)	4.56 (0.69)	4.36 (0.94)
p-value	0.0018*	0.0009*	0.0039*	0.0094*	0.0667	0.3727
Assigned Specialty						
Family Medicine (n= 16)	4.18 (0.91)	4.31 (0.70)	3.87 (1.36)	4.06 (1.12)	4.00 (1.36)	4.06 (1.06)
Internal Medicine (n= 22)	3.95 (1.04)	4.13 (0.94)	3.86 (1.45)	4.27 (1.07)	4.59 (0.5)	4.27 (1.03)
Obs/Gyn (n= 93)	4.10 (1.05)	4.26 (0.78)	4.24 (0.88)	4.13 (0.92)	4.37 (0.89)	4.32 (0.89)
Pediatric (n=27)	4.59 (0.69)	4.48 (0.64)	4.44 (0.75)	4.37 (0.74)	4.14 (1.16)	4.51 (0.80)
Surgery (n=27)	3.70 (1.10)	3.62 (0.96)	3.62 (1.11)	3.48 (1.18)	4.40 (0.97)	3.92 (1.35)
Others (n= 8)	3.12 (1.35)	3.62 (1.18)	3.87 (1.24)	3.5 (1.06)	4.00 (1.60)	3.75 (1.28)
p-value	0.004*	0.0013*	0.0304*	0.0079*	0.3708	0.1778
p-value	0.8365	0.9852	0.9921	0.8875	0.3667	0.3281
*p-value of <0.05						

Table S5: Breaking Bad News					
	B19. Plan in advance and mentally rehearse the act of disclosure before breaking	B20. Tend to assess relative's/patient's knowledge and attitude by asking open-e	B21. Tend to give information in small portions rather than doing so abruptly	B22. Address/attend to patient's emotional reaction with full patience	B23. Discuss the future plan of treatment with the patients and/or attendants
Characteristics					
Institutions					
Private	3.70 (1.18)	3.83 (1.11)	3.90 (1.06)	3.90 (1.12)	4.04 (0.98)
Public	4.28 (0.94)	4.54 (0.62)	4.45 (0.72)	4.56 (0.58)	4.54 (0.72)
p-value	0.0006*	0.0001*	0.0017*	0.0002*	0.0021*
Assigned Specialty					

Family Medicine (n= 16)	3.21 (1.78)	3.68 (1.25)	3.68 (1.25)	3.75 (1.23)	3.87 (1.25)
Internal Medicine (n= 22)	3.54 (1.18)	3.72 (1.31)	3.90 (1.15)	4.00 (1.34)	3.86 (1.12)
Obs/Gyn (n= 93)	4.11 (0.95)	4.12 (0.93)	4.12 (0.93)	4.13 (0.92)	4.35 (0.73)
Pediatric (n=27)	4.22 (0.89)	4.48 (0.70)	4.48 (0.64)	4.48 (0.64)	4.44 (0.64)
Surgery (n=27)	3.55 (1.25)	3.74 (1.12)	3.81 (1.14)	3.74 (1.28)	3.77 (1.25)
Others (n= 8)	3.00 (1.30)	3.00 (1.30)	3.12 (1.12)	3.5 (1.19)	3.62 (1.06)
p-value	0.0005*	0.0021*	0.0069*	0.0514	0.0041*

*p-value of <0.05

