

Supplementary Appendix S1—BTI tool. ©2018 M. B. Spitznagel.

Instructions: Below is a list of client-related situations that veterinarians sometimes encounter. Using the below scales, please first indicate *how often these have occurred for you* (“Frequency”). Next, please indicate how much the situations have bothered or upset you (“Reaction”).

Frequency Response Format:

- 0=Never occurred
- 1=Has occurred, but not in past week
- 2=Once or twice in the past week
- 3=Approximately daily
- 4=More often than daily
- N/A=Does not apply to my work environment

Reaction Response Format:

- 0=Not at all
- 1=Only a little
- 2=Moderately
- 3=Quite a lot
- 4=Extremely
- N/A=Has not occurred

	Frequency	Reaction	Scale
1. Client wants diagnosis without diagnostic testing	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
2. Client is angry about patient’s health status (e.g., lack of improvement)	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
3. Client demonstrates grief or sadness	0 1 2 3 4 N/A	0 1 2 3 4 N/A	A
4. Client requests services be conducted free of charge	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
5. Client requires euthanasia counseling	0 1 2 3 4 N/A	0 1 2 3 4 N/A	A
6. Repeated or unsolicited client telephone contact	0 1 2 3 4 N/A	0 1 2 3 4 N/A	E
7. Client shows poor memory for instructions	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
8. Client listens to advice from others (e.g., breeder, pet disease support group)	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
9. Client wants cure when there is none	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
10. Client blames you for poor outcomes (e.g., failure to improve, death)	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
11. Client declines recommended treatment	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
12. Client demonstrates anxiety	0 1 2 3 4 N/A	0 1 2 3 4 N/A	A
13. Repeated or unsolicited client email contact	0 1 2 3 4 N/A	0 1 2 3 4 N/A	E
14. Client complains about cost	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
15. Client has poor comprehension for instructions	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
16. Client unable to pay	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
17. Client unwilling to pay	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
18. Client does not efficiently communicate needed information	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
19. Client conducts “research” (e.g., online searches) about pet’s problems or disease	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
20. Client wants impossible prediction of outcomes (e.g., how long will my pet live?)	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
21. Client upset about wait time in lobby	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
22. Client declines recommended euthanasia	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
23. Client makes complaint about you	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
24. Client makes complaint about your workplace	0 1 2 3 4 N/A	0 1 2 3 4 N/A	C
25. Client requires repeated communication for information you have already relayed	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
26. Client “shops around” to compare cost with other providers	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
27. Client is slow to make decisions in the exam room	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
28. Client wants to discuss own problems (including how pet causes problems for them)	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
29. Client alters treatment plan (e.g., medications) without consulting you	0 1 2 3 4 N/A	0 1 2 3 4 N/A	D
30. Client wants to be seen immediately when no immediate appointment is available	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
31. Client declines recommended work-up	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
32. Client calls when appointment would be more appropriate	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
33. Client fails to show up for scheduled appointment	0 1 2 3 4 N/A	0 1 2 3 4 N/A	N
Other:			

Subscale Totals	Frequency	Reaction
D (Daily Hassles)		

A (Affect)		
N (Nonadherent/Inconsiderate)		
C (Confrontation)		
E (Excess Communication)		
Total		