

Table 3a. Rater ratings using the five-point scale

		RESPONSE									
		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		N	Percent	N	Percent	N	Percent	N	Percent	N	Percent
QUESTION	RATER										
I am generally satisfied with provider's communication with family	Nurse	6	54%	4	36%	0	0	1	9%	0	0
	MD	12	54%	10	45%	0	0	0	0	0	0
	Family	12	54%	10	45%	0	0	0	0	0	0
	Neutral	18	81%	4	18%	0	0	0	0	0	0
The conversation impacted the family's healthcare decisions	Nurse	4	36%	4	36%	3	27%	0	0	0	0
	MD	9	40%	5	22%	8	36%	0	0	0	0
	Family	9	40%	6	27%	4	18%	2	9%	1	4%
	Neutral	11	50%	6	27%	5	22%	0	0	0	0
The family understands treatment options explained by the provider	Nurse	5	45%	5	45%	0	0	1	9%	0	0
	MD	16	72%	6	27%	0	0	0	0	0	0
	Family	15	68%	6	27%	1	4%	0	0	0	0
	Neutral	12	54%	8	36%	1	4%	1	4%	0	0

Table 3b. Rater ratings using the three-point scale

		RESPONSE					
		Agree		Neutral		Disagree	
		N	Percent	N	Percent	N	Percent
QUESTION	RATER						
I am generally satisfied with provider's communication with family	Nurse	10	90%	0	0	1	9%
	MD	22	100	0	0	0	0
	Family	22	100	0	0	0	0
	Neutral	22	100	0	0	0	0
The conversation impacted the family's healthcare decisions	Nurse	8	72%	3	27%	0	0
	MD	14	63%	8	36%	0	0
	Family	15	68%	4	18%	3	13%
	Neutral	17	77%	5	22%	0	0

		RESPONSE					
		Agree		Neutral		Disagree	
		N	Percent	N	Percent	N	Percent
The family understands treatment options explained by the provider	Nurse	10	90%	0	0	1	9%
	MD	22	100	0	0	0	0
	Family	21	95%	1	4%	0	0
	Neutral	20	90%	1	4%	1	4%

Original five-point scale Three-point scale

Strongly agree	AGREE
Agree	AGREE
Neutral	NEUTRAL
Disagree	DISAGREE
Strongly disagree	DISAGREE

Note: Krippendorff's alpha, calculated on the original data (five-point scale), because it is said to perform better using the five-point scale, shows poor to moderate agreement beyond chance. The discrepancy between high percent agreement and low Krippendorff's alpha is due to the fact that the method performs best when there is more spread of responses across ratings—with this data, most ratings occur as agree/highly agree. For this reason, it is not clear that presenting Krippendorff's alpha (or any other measure of agreement like this) will be helpful to the reader. This will be a problem with any summary measure of agreement (Cronbach's alpha, ICC, etc.). Obviously when the percent agreement is 90%+, it does not make sense for Krippendorff's alpha to be low—it "should" be much further from 0.