Appendix A

Multilevel logistic results for survey questions on whether patient got primary care appointments as soon as needed.

| Measure                                           | Urgent care (N=98,484) | Routine care (N= 203,884) |
|---------------------------------------------------|------------------------|---------------------------|
|                                                   | OR 95% CI               | OR 95% CI                 |
| **Patient factors**                               |                        |                           |
| Age: Less than 45                                 | .73  .68 - .79          | .77  .72 - .81             |
| Age: 45 to 55                                     | 1.00                   | 1.00                      |
| Age 55 to 64                                      | 1.21  1.15 - 1.28       | 1.21  1.16 - 1.26          |
| Age: 65 to 74                                     | 1.39  1.33 - 1.46       | 1.39  1.34 - 1.44          |
| Age: 75 to 84                                     | 1.57  1.48 - 1.66       | 1.57  1.50 - 1.63          |
| Age: 85 plus                                      | 1.73  1.61 - 1.86       | 1.76  1.67 - 1.84          |
| Female                                            | .99  .94 - 1.05         | 1.03  .99 - 1.07           |
| Race: African American                            | 1.00                   | 1.00                      |
| Race: White                                       | .90  .84 - .96          | .88  .84 - .93             |
| Race: Other                                       | .85  .79 - .92          | .87  .82 - .93             |
| Race: Not reported                                | .97  .93 - 1.01         | 1.03  1.00 - 1.07          |
| Hispanic                                          | 1.05  .99 - 1.11        | 1.00  .96 - 1.05           |
| Language other than English spoken at home        | .99  .92 - 1.06         | .92  .87 - .97             |
| Education: high school graduate                   | 1.00                   | 1.00                      |
| Education: some college                           | .92  .89 - .95          | .94  .92 - .96             |
| Education: college graduate or more               | .99  .96 - 1.03         | 1.01  .98 - 1.04           |
| Education: non-graduate/unknown                   | 1.02  .97 - 1.07        | 1.01  .97 - 1.05           |
| General health (very good/excellent)              | 1.75  1.69 - 1.81       | 1.61  1.57 - 1.65          |
| Mental health (very good/excellent)               | 1.46  1.42 - 1.51       | 1.50  1.47 - 1.54          |
| Elixhauser group: one condition                    | 1.03  1.00 - 1.06       | 1.11  1.08 - 1.14          |
| Elixhauser group: two conditions                   | 1.04  1.00 - 1.08       | 1.12  1.09 - 1.15          |
| Elixhauser group: three or more conditions        | 1.07  1.03 - 1.12       | 1.15  1.11 - 1.18          |
| Percent patients with rural residence – Q2        | 1.06  .99 - 1.14        | 1.08  1.02 - 1.14          |
| Percent patients with rural residence – Q3        | 1.08  1.00 - 1.16       | 1.13  1.06 - 1.20          |
| Percent patients with rural residence – Q4        | 1.14  1.05 - 1.24       | 1.24  1.16 - 1.33          |
| **Provider factors**                              |                        |                           |
| Provider visits:1                                 | .84  .81 - .86          | 1.15  1.12 - 1.17          |
| Provider visits 2                                 | 1.00                   | 1.00                      |
| Provider visits: 3 to 4                           | 1.03  .99 - 1.06        | .95  .92 - .98             |
| Provider visits: 5 or more                        | 1.21  1.15 - 1.27       | 1.07  1.02 - 1.12          |
| Provider history: Less than 1 year                | 1.11  1.08 - 1.15       | 1.06  1.03 - 1.08          |
| Provider history: 1-2 years                       | 1.00                   | 1.00                      |
| Provider history: 3 to 5 years                    | 1.08  1.04 - 1.13       | 1.06  1.03 - 1.09          |
| Provider history: 5 plus years                    | 1.28  1.23 - 1.33       | 1.23  1.20 - 1.26          |
| Saw usual primary care provider                   | 1.61  1.53 - 1.70       | 1.44  1.40 - 1.49          |
| Measure                                                                 | Urgent care (N=98,484) | Routine care (N=203,884) |
|----------------------------------------------------------------------|------------------------|--------------------------|
|                                                                      | OR 95% CI              | OR 95% CI                |
| Primary care new patient wait Q2                                    | .91  .85 - .98         | .92  .87 - .97            |
| Primary care new patient wait Q3                                    | .86  .80 - .92         | .87  .82 - .92            |
| Primary care new patient wait Q4                                    | .72  .67 - .78         | .75  .70 - .79            |
| Primary care established patient wait Q2                            | .99  .92 - 1.06        | .99  .93 - 1.05           |
| Primary care established patient wait Q3                            | .94  .87 - 1.01        | .91  .85 - .97            |
| Primary care established patient wait Q4                            | .89  .82 - .97         | .85  .79 - .91            |
| Mental health new patient wait Q2                                   | 1.00  .94 - 1.07       | 98  .93 - 1.03            |
| Mental health new patient wait Q3                                   | .97  .91 - 1.03        | .98  .93 - 1.04            |
| Mental health new patient wait Q4                                   | .92  .86 - .99         | .96  .91 - 1.02            |
| Mental health established patient wait Q2                           | 1.02  .95 - 1.09       | .99  .94 - 1.05            |
| Mental health established patient wait Q3                           | 1.01  .95 - 1.08       | .97  .92 - 1.03            |
| Mental health established patient wait Q4                           | 1.03  .95 - 1.11       | .99  .94 - 1.06            |
| Specialty care new patient wait Q2                                  | 1.03  .96 - 1.11       | 1.01  .95 - 1.07            |
| Specialty care new patient wait Q3                                  | .98  .91 - 1.05        | .95  .89 - 1.01            |
| Specialty care new patient wait Q4                                  | .99  .92 - 1.07        | .96  .91 - 1.02            |
| Specialty care established patient wait Q2                          | .96  .89 - 1.03        | .94  .89 - 1.00            |
| Specialty care established patient wait Q3                          | .99  .92 - 1.07        | .97  .91 - 1.03            |
| Specialty care established patient wait Q4                          | 1.03  .95 - 1.11       | 1.00  .94 - 1.07            |
| Third next available Q2                                             | .97  .91 - 1.04        | .97  .92 - 1.03            |
| Third next available Q3                                             | 1.01  .94 - 1.08       | 1.00  .94 - 1.06            |
| Third next available Q4                                             | .99  .92 - 1.07        | 1.02  .96 - 1.09            |
| Same day appointments Q2                                            | 1.00  .94 - 1.07       | 1.02  .96 - 1.07            |
| Same day appointments Q3                                            | **1.10**  1.03 - 1.18 | **1.06**  1.00 - 1.13            |
| Same day appointments Q4                                            | **1.13**  1.05 - 1.23 | 1.06  .99 - 1.13            |
| Community-based outpatient clinic                                     | .99  .91 - 1.07        | 1.01  .94 - 1.08            |
| Continuity primary care provider Q2                                 | 1.07  .99 - 1.15       | **1.07**  1.01 - 1.14            |
| Continuity primary care provider Q3                                 | **1.12**  1.03 - 1.22 | **1.16**  1.08 - 1.24            |
| Continuity primary care provider Q4                                 | **1.21**  1.11 - 1.32 | **1.22**  1.14 - 1.31            |
| Post discharge contact within 2 days Q2                             | **1.07**  1.00 - 1.15 | **1.08**  1.02 - 1.14            |
| Post discharge contact within 2 days Q3                             | 1.04  .97 - 1.11       | **1.06**  1.00 - 1.13            |
| Post discharge contact within 2 days Q4                             | **1.10**  1.02 - 1.18 | **1.10**  1.04 - 1.17            |
| Emergency department use Q2                                         | .94  .87 - 1.03        | .98  .92 - 1.05            |
| Emergency department use Q3                                         | 1.01  .92 - 1.10       | 1.01  .94 - 1.09            |
| Emergency department use Q4                                         | **1.09**  .99 - 1.20 | **1.12**  1.03 - 1.21            |
| Non-traditional encounters Q2                                       | 1.01  .94 - 1.08       | 1.02  .96 - 1.07            |
| Non-traditional encounters Q3                                       | 1.02  .95 - 1.09       | 1.02  .96 - 1.08            |
| Non-traditional encounters Q4                                       | **1.07**  1.00 - 1.16 | **1.08**  1.02 - 1.15            |
| Measure                                      | Urgent care (N=98,484) | Routine care (N= 203,884) |
|----------------------------------------------|------------------------|---------------------------|
|                                              | OR                     | OR                         |
|                                              | 95% CI                 | 95% CI                    |
| Support staff ratio Q2                       | 1.05                   | 1.01                      |
|                                              | .98 - 1.12             | .96 - 1.07                |
| Support staff ratio Q3                       | 1.02                   | .98                       |
|                                              | .95 - 1.09             | .93 - 1.04                |
| Support staff ratio Q4                       | 1.05                   | 1.03                      |
|                                              | .98 - 1.12             | .97 - 1.08                |
| Panel size (observed/expected) Q2            | .99                    | 1.01                      |
|                                              | .93 - 1.05             | .95 - 1.06                |
| Panel size (observed/expected) Q3            | .95                    | .96                       |
|                                              | .89 - 1.02             | .91 - 1.01                |
| Panel size (observed/expected) Q4            | .93                    | .95                       |
|                                              | .86 - 1.00             | .90 - 1.01                |
| Complexity group: Moderate                   | 1.00                   | .94                       |
|                                              | .89 - 1.11             | .86 - 1.03                |
| Complexity group: Highest                    | 1.02                   | .99                       |
|                                              | .92 - 1.13             | .91 - 1.08                |
| VISN 1                                       | 1.00                   | 1.00                      |
| VISN 2                                       | .80                    | .79                       |
|                                              | .69 - .92              | .71 - .89                 |
| VISN 4                                       | .84                    | .88                       |
|                                              | .72 - .98              | .78 - .99                 |
| VISN 5                                       | .67                    | .63                       |
|                                              | .57 - .79              | .55 - .72                 |
| VISN 6                                       | .57                    | .54                       |
|                                              | .48 - .67              | .47 - .62                 |
| VISN 7                                       | .56                    | .57                       |
|                                              | .48 - .65              | .50 - .65                 |
| VISN 8                                       | .58                    | .60                       |
|                                              | .50 - .67              | .54 - .68                 |
| VISN 9                                       | .61                    | .60                       |
|                                              | .52 - .72              | .53 - .68                 |
| VISN 10                                      | .61                    | .63                       |
|                                              | .53 - .71              | .56 - .71                 |
| VISN 12                                      | .67                    | .72                       |
|                                              | .57 - .78              | .63 - .81                 |
| VISN 15                                      | .64                    | .72                       |
|                                              | .55 - .75              | .64 - .82                 |
| VISN 16                                      | .61                    | .59                       |
|                                              | .52 - .70              | .52 - .66                 |
| VISN 17                                      | .53                    | .54                       |
|                                              | .46 - .62              | .47 - .61                 |
| VISN 18                                      | .49                    | .47                       |
|                                              | .41 - .57              | .41 - .54                 |
| VISN 19                                      | .55                    | .55                       |
|                                              | .48 - .64              | .49 - .62                 |
| VISN 20                                      | .50                    | .52                       |
|                                              | .42 - .59              | .45 - .60                 |
| VISN 21                                      | .62                    | .59                       |
|                                              | .54 - .71              | .53 - .67                 |
| VISN 22                                      | .54                    | .54                       |
|                                              | .45 - .64              | .47 - .62                 |
| VISN 23                                      | .86                    | .79                       |
|                                              | .74 - 1.00             | .70 - .89                 |

Note: Bold font indicates p<.05. Q represents “quartile” where Q4 is upper quartile.