

1 **APPENDIX**

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3 **Supplemental Table 1:** Questions assessing patient-reported access to 5 primary care services from the
 4 2012 Survey of Healthcare Experiences of Patients (SHEP), PMCH Item set.

	In the last 12 months, . . .	Response
Routine Care	. . . did you make any appointments for a check-up or routine care with this provider?	Yes No (“not needed”)†
	. . . when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	Never Sometimes Usually Always
Care by phone regular hours	. . . did you phone this provider’s office with a medical question during regular office hours?	Yes No (“not needed”)†
	. . . when you phoned this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?	Never Sometimes Usually Always
Immediate Care	. . . did you phone this provider’s office to get an appointment for an illness, injury or condition that needed care right away?	Yes No (“not needed”)†
	. . . when you phoned this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Never Sometimes Usually Always
After-hours Care	. . . did you need care for yourself during evenings, weekends, or holidays?	Yes No (“not needed”)†
	how often were you able to get the care you needed from this provider’s office during evenings, weekends, or holidays?	Never Sometimes Usually Always
Care by phone afterhours	. . . did you phone this provider’s office with a medical question after regular office hours?	Yes No (“not needed”)†
	. . . when you phoned this provider’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	Never Sometimes Usually Always
†Denial responses to contingent question maintain in cohort as “not needed” category in all analyses;		

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7 **Supplemental Table 2:** Experiences with 5 service types among patients with or without any
 8 hospitalization due to acute or chronic conditions

		All		Acute ACSCs			Chronic ACSCs		
		N =		Yes	No	p value [†]	Yes	No	p value [†]
Routine care	N =	67,549	784	66,765		1,266	66,283		
	Never (%)	4.4	1.9	4.4	0.084	2.9	4.4	0.082	
	Sometimes	8.7	7.6	8.7		7.8	8.7		
	Usually	22.3	26.3	22.2		25.3	22.2		
	Always	42.5	41.2	42.5		40.6	42.5		
	Not Needed	22.2	23.0	22.2		23.5	22.2		
Care by phone Office Hours	N =	68,016	789	67,227		1,280	66,736		
	Never (%)	5.5	4.0	5.5	0.548	3.6	5.5	0.017	
	Sometimes	7.8	9.5	7.8		8.4	7.8		
	Usually	13.0	13.9	12.9		15.5	12.9		
	Always	23.3	24.1	23.3		26.6	23.3		
	Not Needed	50.4	48.4	50.5		45.9	50.5		
Immediate Care	N =	67,954	781	67,173		1,278	66,676		
	Never (%)	5.0	2.7	5.0	0.002	4.4	5.0	0.309	
	Sometimes	7.0	4.3	7.1		9.1	7.0		
	Usually	11.4	12.6	11.4		12.9	11.3		
	Always	20.3	16.4	20.4		20.2	20.3		
	Not Needed	56.3	64.1	56.2		53.4	56.3		
After-Hours Care	N =	67,098	771	66,327		1,247	65,851		
	Never (%)	15.5	16.4	15.5	0.077	23.5	15.4	<0.001	
	Sometimes	2.5	1.7	2.5		3.2	2.5		
	Usually	2.5	3.1	2.5		5.0	2.5		
	Always	5.3	8.8	5.2		6.0	5.2		
	Not Needed	74.2	70.1	74.2		62.2	74.4		
Care by phone Afterhours	N =	67,461	777	66,684		1,253	66,208		
	Never (%)	2.1	1.5	2.1	0.220	2.3	2.1	0.803	
	Sometimes	1.3	2.1	1.3		1.6	1.3		
	Usually	1.7	3.5	1.7		1.4	1.7		
	Always	3.1	3.6	3.1		2.5	3.1		
	Not Needed	91.8	89.2	91.8		92.2	91.8		

Questions for each service type and responses are listed in Supplemental Table 1; *ACSC, Ambulatory Care Sensitive Conditions; All the responses weighted to national VHA population in FY 2012; †Pearson chi-squared test

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12 **Supplemental Table 3:** Association of patient-reported access to PCMH-related primary care services in
 13 2012 and any hospitalization due to Ambulatory Care Sensitive Condition (H-ACSC) in 2013

		Overall H-ACSC[†]	Acute H-ACSC[†]	Chronic H-ACSC[†]
Routine care	N =	67,549	67,549	67,549
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.26 (0.86-1.85)	1.56 (0.83-2.93)	1.21 (0.78-1.86)
	Usually	1.31 (0.92-1.87)	1.65 (0.92-2.96)	1.19 (0.79-1.82)
	Always	1.04 (0.75-1.45)	1.26 (0.72-2.22)	1.00 (0.67-1.49)
	Not Needed	1.09 (0.77-1.55)	1.26 (0.70-2.25)	1.06 (0.70-1.61)
Care by phone Regular Hours	N =	68,016	68,016	68,016
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.38 (0.94-2.02)	1.42 (0.82-2.45)	1.39 (0.90-2.16)
	Usually	1.28 (0.93-1.76)	1.07 (0.65-1.77)	1.49 (1.03-2.17)*
	Always	1.17 (0.87-1.57)	1.01 (0.64-1.58)	1.35 (0.95-1.93)
	Not Needed	1.02 (0.78-1.35)	0.91 (0.60-1.38)	1.14 (0.82-1.59)
Immediate Care	N =	67,884	67,954	67,884
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.22 (0.76-1.97)	1.02 (0.58-1.80)	1.36 (0.78-2.37)
	Usually	1.10 (0.71-1.70)	1.55 (0.89-2.68)	0.94 (0.56-1.58)
	Always	0.80 (0.53-1.21)	1.05 (0.63-1.75)	0.77 (0.47-1.28)
	Not Needed	0.90 (0.61-1.35)	1.37 (0.84-2.23)	0.77 (0.48-1.24)
After-hours Care	N =	67,098	67,098	67,098
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.73 (0.50-1.05)	0.72 (0.37-1.40)	0.77 (0.50-1.18)
	Usually	0.92 (0.63-1.33)	0.96 (0.58-1.58)	0.94 (0.60-1.49)
	Always	0.86 (0.59-1.25)	1.47 (0.77-2.81)	0.62 (0.44-0.89)**
	Not Needed	0.56 (0.47-0.68)***	0.76 (0.57-1.01)	0.50 (0.40-0.63)***
Care by Phone Afterhours	N =	67,461	67,461	67,461
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.10 (0.43-2.82)	1.82 (0.76-4.35)	0.82 (0.22-3.02)
	Usually	1.23 (0.52-2.93)	2.15 (0.71-6.51)	0.67 (0.28-1.61)
	Always	0.68 (0.30-1.53)	1.09 (0.36-3.26)	0.51 (0.22-1.20)
	Not Needed	0.76 (0.41-1.42)	0.83 (0.42-1.65)	0.73 (0.34-1.54)

[†]Defined by AHRQ Quality Indicators, version 4.5, for overall, acute, and chronic H-ACSC; Columns represent multivariable logistic regression testing association expressed in Odds Ratios with patient-reported access with 5 different primary care service types with overall, acute, and chronic H-ACSC; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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16 **Supplemental table 4.1:** Association of patient-reported access to 5 primary care services types and
 17 hospitalization due to Ambulatory Care Sensitive Conditions (H-ACSCs) for patients **65 years old or older**

		Overall H-ACSCs	Acute H-ACSCs	Chronic H-ACSCs
Routine care	N =	39,192	39,192	39,192
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.27 (0.81-2.00)	2.20 (1.07-4.50)*	0.96 (0.57-1.62)
	Usually	1.19 (0.80-1.78)	1.74 (0.92-3.30)	0.98 (0.61-1.58)
	Always	0.98 (0.67-1.44)	1.41 (0.76-2.60)	0.83 (0.53-1.31)
	Not Needed	1.00 (0.68-1.46)	1.45 (0.77-2.73)	0.82 (0.52-1.29)
Care by phone Office Hours	N =	39,487	39,487	39,487
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.43 (0.89-2.30)	1.93 (1.03-3.61)*	1.14 (0.61-2.11)
	Usually	1.07 (0.77-1.48)	0.96 (0.57-1.62)	1.24 (0.83-1.85)
	Always	1.03 (0.73-1.45)	1.12 (0.66-1.89)	1.03 (0.70-1.53)
	Not Needed	1.00 (0.73-1.37)	1.06 (0.66-1.71)	1.00 (0.69-1.46)
Immediate Care	N =	39,431	39,431	39,431
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.46 (0.85-2.49)	1.26 (0.63-2.55)	1.55 (0.84-2.85)
	Usually	1.53 (0.96-2.43)	1.79 (0.90-3.58)	1.31 (0.77-2.23)
	Always	0.95 (0.64-1.40)	1.11 (0.59-2.08)	0.91 (0.57-1.43)
	Not Needed	1.16 (0.79-1.69)	1.52 (0.85-2.71)	0.98 (0.63-1.52)
After-Hours Care	N =	38,895	38,895	38,895
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.72 (0.46-1.14)	0.86 (0.42-1.79)	0.72 (0.43-1.21)
	Usually	1.17 (0.74-1.84)	1.06 (0.65-1.72)	1.20 (0.67-2.13)
	Always	0.87 (0.55-1.38)	1.51 (0.75-3.01)	0.58 (0.38-0.87)**
	Not Needed	0.70 (0.57-0.86)***	0.89 (0.67-1.17)	0.61 (0.48-0.79)***
Care by Phone Afterhours	N =	39,063	39,063	39,063
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.46 (0.34-6.20)	3.02 (0.91-10.04)	1.18 (0.22-6.45)
	Usually	0.95 (0.31-2.91)	2.31 (0.68-7.80)	0.65 (0.17-2.47)
	Always	0.73 (0.19-2.82)	2.63 (0.63-11.01)	0.35 (0.09-1.36)
	Not Needed	0.85 (0.28-2.55)	1.84 (0.76-5.13)	0.65 (0.20-2.16)

*p<0.05; **p<0.05; ***p<0.001

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20 **Supplemental table 4.2:** Association of patient-reported access to 5 primary care services types and
 21 hospitalization due to Ambulatory Care Sensitive Conditions (H-ACSCs), controlling for patient-reported
 22 provider rating (satisfaction)

		Overall H-ACSCs	Acute H-ACSCs	Chronic H-ACSCs
Routine care	N =	66,486	66,486	66,486
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.28 (0.87-1.89)	1.53 (0.82-2.86)	1.25 (0.79-1.98)
	Usually	1.37 (0.93-2.01)	1.58 (0.88-2.85)	1.32 (0.82-2.11)
	Always	1.13 (0.78-1.65)	1.23 (0.67-2.25)	1.19 (0.74-1.90)
	Not Needed	1.14 (0.77-1.68)	1.22 (0.68-2.19)	1.19 (0.73-1.93)
Care by phone Office Hours	N =	66,943	66,943	66,943
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.47 (0.99-2.18)	1.40 (0.83-2.38)	1.56 (1.00-2.44)
	Usually	1.40 (0.99-1.99)	1.00 (0.60-1.67)	1.77 (1.17-2.69)**
	Always	1.36 (0.96-1.94)	0.99 (0.60-1.62)	1.79 (1.15-2.77)**
	Not Needed	1.15 (0.85-1.56)	0.89 (0.58-1.36)	1.41 (0.98-2.03)
Immediate Care	N =	66,832	66,832	66,832
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.24 (0.76-2.02)	1.05 (0.60-1.85)	1.38 (0.77-2.47)
	Usually	1.13 (0.72-1.78)	1.58 (0.91-2.77)	0.98 (0.57-1.70)
	Always	0.81 (0.52-1.27)	1.00 (0.58-1.72)	0.81 (0.47-1.40)
	Not Needed	0.93 (0.61-1.42)	1.39 (0.84-2.29)	0.81 (0.49-1.35)
After-hours Care	N =	66,043	66,043	66,043
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.77 (0.54-1.11)	0.75 (0.39-1.45)	0.82 (0.54-1.25)
	Usually	0.92 (0.63-1.33)	0.92 (0.56-1.53)	0.96 (0.61-1.51)
	Always	0.86 (0.58-1.27)	1.49 (0.76-2.95)	0.62 (0.44-0.87)**
	Not Needed	0.57 (0.47-0.68)***	0.76 (0.56-1.04)	0.50 (0.41-0.62)***
Care by Phone Afterhours	N =	66,408	66,408	66,408
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.13 (0.44-2.91)	1.73 (0.72-4.18)	0.90 (0.25-3.27)
	Usually	1.30 (0.55-3.10)	2.15 (0.71-6.47)	0.73 (0.31-1.73)
	Always	0.73 (0.33-1.64)	1.09 (0.36-3.29)	0.58 (0.25-1.34)
	Not Needed	0.80 (0.43-1.47)	0.82 (0.41-1.63)	0.80 (0.38-1.66)

*p<0.05; **p<0.05; ***p<0.001

25 **Supplemental Table 4.3:** Association of experiences with 5 ways to access care in 2012 and
 26 hospitalization due to Ambulatory Care Sensitive Conditions (H-ACSC) in 2013 among Veterans enrolled
 27 into Fee-for-service Medicare

		Overall H-ACSC[†]	Acute H-ACSC[†]	Chronic H-ACSC[†]
Routine care	N =	56,160	56,160	56,160
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.36 (0.88-2.09)	1.81 (0.92-3.57)	1.23 (0.75-2.00)
	Usually	1.41 (0.97-2.06)	1.85 (0.99-3.44)	1.25 (0.80-1.95)
	Always	1.10 (0.77-1.56)	1.34 (0.74-2.43)	1.04 (0.68-1.59)
	Not Needed	1.17 (0.81-1.69)	1.37 (0.75-2.53)	1.12 (0.72-1.75)
Care by phone Regular Hours	N =	56,502	56,502	56,502
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.40 (0.92-2.13)	1.30 (0.77-2.19)	1.54 (0.92-2.56)
	Usually	1.31 (0.93-1.86)	1.07 (0.63-1.82)	1.57 (1.05-2.35)*
	Always	1.24 (0.89-1.73)	1.03 (0.64-1.66)	1.46 (0.97-2.19)
	Not Needed	1.10 (0.81-1.50)	0.92 (0.60-1.42)	1.28 (0.88-1.85)
Immediate Care	N =	56,477	56,477	56,477
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.53 (0.96-2.44)	1.12 (0.62-2.03)	1.83 (1.03-3.18)*
	Usually	1.34 (0.88-2.04)	1.58 (0.87-2.88)	1.25 (0.76-2.07)
	Always	1.00 (0.69-1.43)	1.08 (0.63-1.86)	1.05 (0.67-1.65)
	Not Needed	1.13 (0.79-1.63)	1.41 (0.83-2.39)	1.06 (0.69-1.63)
After-hours Care	N =	55,736	55,736	55,736
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.71 (0.46-1.09)	0.71 (0.34-1.46)	0.74 (0.45-1.22)
	Usually	0.88 (0.61-1.25)	1.07 (0.63-1.82)	0.85 (0.56-1.30)
	Always	0.92 (0.61-1.39)	1.56 (0.77-3.12)	0.66 (0.46-0.96)*
	Not Needed	0.59 (0.48-0.71)***	0.73 (0.54-0.98)*	0.53 (0.42-0.68)***
Care by Phone Afterhours	N =	56,049	56,049	56,049
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.07 (0.38-3.02)	1.64 (0.67-3.97)	0.81 (0.18-3.57)
	Usually	1.33 (0.54-3.27)	2.13 (0.72-6.33)	0.72 (0.27-1.93)
	Always	0.69 (0.28-1.69)	0.93 (0.28-3.10)	0.54 (0.21-1.42)
	Not Needed	0.75 (0.38-1.48)	0.72 (0.36-1.43)	0.76 (0.33-1.76)

[†]Defined by AHRQ Quality Indicators, version 4.5, for overall, acute, and chronic H-ACSC; Columns represent multivariable logistic regression testing association with patient-reported access with 5 different primary care service types with overall, acute, and chronic H-ACSC; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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31 **Supplemental Table 4.4:** Association of experiences with 5 ways to access care in 2012 and
 32 hospitalization due to Chronic Ambulatory Care Sensitive Condition (H-ACSC) in 2013 among Veterans
 33 enrolled into Fee-for-service Medicare

		Chronic H-ACSC[†] OR (95% CI)	Age > 65 Chronic H-ACSC[†] OR (95% CI)	Age>65 & Satisfaction Chronic H-ACSC[†] OR (95% CI)
Routine care	N =	56,160	29,803	29,243
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.23 (0.75-2.00)	0.89 (0.48-1.66)	0.89 (0.47-1.69)
	Usually	1.25 (0.80-1.95)	1.03 (0.61-1.75)	1.11 (0.63-1.96)
	Always	1.04 (0.68-1.59)	0.83 (0.51-1.36)	0.96 (0.55-1.68)
	Not Needed	1.12 (0.72-1.75)	0.85 (0.52-1.39)	0.95 (0.56-1.61)
Care by phone Regular Hours	N =	68,016	29,989	29,421
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.54 (0.92-2.56)	1.22 (0.60-2.49)	1.27 (0.63-2.52)
	Usually	1.57 (1.05-2.35)*	1.33 (0.85-2.09)	1.39 (0.90-2.17)
	Always	1.46 (0.97-2.19)	1.05 (0.67-1.65)	1.23 (0.76-1.98)
	Not Needed	1.28 (0.88-1.85)	1.10 (0.72-1.68)	1.24 (0.81-1.90)
Immediate Care	N =	56,477	29,961	29,366
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.83 (1.03-3.18)*	1.62 (0.77-3.41)	1.59 (0.79-3.22)
	Usually	1.25 (0.76-2.07)	1.42 (0.78-2.55)	1.41 (0.79-2.51)
	Always	1.05 (0.67-1.65)	0.95 (0.59-1.52)	0.90 (0.55-1.49)
	Not Needed	1.06 (0.69-1.63)	1.06 (0.65-1.73)	1.07 (0.64-1.77)
After-hours Care	N =	55,736	29,519	28,969
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.74 (0.45-1.22)	0.58 (0.31-1.10)	0.64 (0.34-1.19)
	Usually	0.85 (0.56-1.30)	0.93 (0.54-1.59)	0.92 (0.54-1.56)
	Always	0.66 (0.46-0.96)*	0.57 (0.36-0.90)*	0.55 (0.34-0.88)*
	Not Needed	0.53 (0.42-0.68)***	0.62 (0.47-0.81)***	0.62 (0.48-0.80)***
Care by Phone Afterhours	N =	56,049	29,656	29,107
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.81 (0.18-3.57)	1.04 (0.15-7.10)	1.19 (0.18-7.97)
	Usually	0.72 (0.27-1.93)	0.68 (0.17-2.72)	0.76 (0.19-3.00)
	Always	0.54 (0.21-1.42)	0.31 (0.07-1.32)	0.38 (0.09-1.52)
	Not Needed	0.76 (0.33-1.76)	0.64 (0.18-2.23)	0.71 (0.21-2.43)

†Defined by AHRQ Quality Indicators, version 4.5, for overall, acute, and chronic H-ACSC; Columns represent multivariable logistic regression testing association with patient-reported access with 5 different primary care service types with overall, acute, and chronic H-ACSC; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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36 **Supplemental Table 5:** Experiences with obtaining Routine care and needing or seeking 4 other service
 37 types within the Patient-Centered Medical Home

		Needed or sought the following service type in last 12 months			
		Care by Phone Regular Hours	Urgent Care	After-Hours Care	Care by Phone After-hours
		OR (95% CI)	OR (95% CI)	OR (95% CI)	OR (95% CI)
	N =	66,307	66,307	65,945	65,807
Routine care	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.85 (0.69-1.05)	0.94 (0.78-1.14)	0.65 (0.54-0.78) ***	1.10 (0.86-1.40)
	Usually	0.61 (0.51-0.74) ***	0.64 (0.53-0.77) ***	0.35 (0.29-0.41) ***	0.67 (0.53-0.84) ***
	Always	0.55 (0.46-0.65) ***	0.54 (0.45-1.64) ***	0.23 (0.20-0.27) ***	0.56 (0.46-0.70) ***
	Not Needed	0.27 (0.23-0.32) ***	0.25 (0.21-0.30) ***	0.22 (0.18-0.26) ***	0.29 (0.23-0.37) ***

Columns represent multivariable logistic regression testing association with patient-reported access with routine care and whether report seeking or needing 4 other service types; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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40 **Supplemental Table 6.1:** Likelihood of hospitalization for Any ACSC in subsequent year and experience
 41 with accessing After-hours Care, stratified by access Routine Care.

		Hospitalization for any ACSC	
		Access to Routine Care	
		“Always”	“Usually / Sometimes / Never”
		OR (95% CI)	OR (95% CI)
After-hours Care	N =	29,102	21,364
	Never	<i>Ref</i>	<i>Ref</i>
	Sometimes	1.01 (0.43-2.37)	0.68 (0.44-1.06)
	Usually	1.91 (1.06-3.47) *	0.58 (0.34-0.97) *
	Always	0.87 (0.55-1.37)	1.96 (0.93-4.15)
	Not Needed	0.67 (0.48-0.92) *	0.58 (0.45-0.77) ***

Columns represent multivariable logistic regression testing association of patient-reported access to after-hours care and hospitalization for any ACSC, stratified by experiences with accessing with routine care; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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44 **Supplemental Table 6.2:** Likelihood of hospitalization for Acute and Chronic ACSCs in subsequent year
 45 based upon experience with accessing After-hours Care, stratified by access Routine Care.

		Acute ACSC		Chronic ACSC	
		Routine Care		Routine Care	
		“Always”	“Usually / Sometimes / Never”	“Always”	“Usually / Sometimes / Never”
		OR (95% CI)	OR (95% CI)	OR (95% CI)	OR (95% CI)
After-hours Care	N =	29,102	21,174	29,102	21,364
	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.88 (0.24-3.20)	0.67 (0.29-1.56)	0.65 (0.54-0.78)	0.69 (0.41-1.16)
	Usually	1.09 (0.44-2.70)	0.75 (0.38-1.48)	2.46 (1.29-4.71) **	0.50 (0.26-0.96) *
	Always	1.05 (0.47-2.38)	3.63 (1.33-3.89) *	0.73 (0.46-1.16)	1.11 (0.54-2.26)
	Not Needed	0.65 (0.41-1.03)	0.80 (0.54-1.17) ***	0.63 (0.43-0.91) *	0.51 (0.36-0.72) ***

Columns represent multivariable logistic regression testing association of patient-reported access to after-hours care and hospitalization for acute and chronic ACSCs, stratified by experiences accessing with routine care; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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48 **Supplemental Table 6.3:** Hospitalization for Overall, Acute, and Chronic ACSCs comparing patients who
 49 experience less than optimal access Routine Care and better access to After-Hours Care

		Hospitalization for ACSC		
		Overall	Acute	Chronic
		OR (95% CI)	OR (95% CI)	OR (95% CI)
Interaction	N =	50,466	66,307	65,945
Not always receiving Routine Care * After-hours Care	Never	<i>Ref</i>	<i>Ref</i>	<i>Ref</i>
	Sometimes	0.59 (0.22-1.54)	0.61 (0.14-2.65)	0.53 (0.18-1.61)
	Usually	0.29 (0.13-0.66) **	0.60 (0.21-1.70)	0.22 (0.08-0.58) **
	Always	2.38 (0.94-6.00)	3.40 (0.85-13.64)	1.65 (0.75-3.62)
	Not Needed	0.83 (0.54-1.26)	1.14 (0.63-2.05)	0.77 (0.47-1.26) *

Columns represent multivariable logistic regression testing the interaction of patient-reported access with after-hours care comparing patients 'usually / sometimes / never' (not always) vs. 'always' receiving routine care and likelihood for any hospitalization for overall, acute, and chronic ACSCs; All models weighted to national VHA population in FY 2012; *p<0.05, **p<0.01, ***p<0.001

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