

## 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) Always=51.6%		Routine care (N= 203,884) Always= 60.7%	
	OR	95% CI	OR	95% CI
<b>Patient factors</b>				
Age: Less than 45	<b>.73</b>	.68 - .79	<b>.77</b>	.72 - .81
Age: 45 to 55	1.00		1.00	
Age: 55 to 64	<b>1.21</b>	1.15 - 1.28	<b>1.21</b>	1.16 - 1.26
Age: 65 to 74	<b>1.39</b>	1.33 - 1.46	<b>1.39</b>	1.34 - 1.44
Age: 75 to 84	<b>1.57</b>	1.48 - 1.66	<b>1.57</b>	1.50 - 1.63
Age: 85 plus	<b>1.73</b>	1.61 - 1.86	<b>1.76</b>	1.67 - 1.84
Female	.99	.94 - 1.05	1.03	.99 - 1.07
Race: African American	1.00		1.00	
Race: White	<b>.90</b>	.84 - .96	<b>.88</b>	.84 - .93
Race: Other	<b>.85</b>	.79 - .92	<b>.87</b>	.82 - .93
Race: Not reported	.97	.93 - 1.01	<b>1.03</b>	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	<b>.92</b>	.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)	<b>1.75</b>	1.69 - 1.81	<b>1.61</b>	1.57 - 1.65
Mental health (very good/excellent)	<b>1.46</b>	1.42 - 1.51	<b>1.50</b>	1.47 - 1.54
Elixhauser group: one condition	<b>1.03</b>	1.00 - 1.06	<b>1.11</b>	1.08 - 1.14
Elixhauser group: two conditions	<b>1.04</b>	1.00 - 1.08	<b>1.12</b>	1.09 - 1.15
Elixhauser group: three or more conditions	<b>1.07</b>	1.03 - 1.12	<b>1.15</b>	1.11 - 1.18
Percent patients with rural residence – Q2	1.06	.99 - 1.14	<b>1.08</b>	1.02 - 1.14
Percent patients with rural residence – Q3	<b>1.08</b>	1.00 - 1.16	<b>1.13</b>	1.06 - 1.20
Percent patients with rural residence – Q4	<b>1.14</b>	1.05 - 1.24	<b>1.24</b>	1.16 - 1.33
<b>Provider factors</b>				
Provider visits:1	<b>.84</b>	.81 - .86	<b>1.15</b>	1.12 - 1.17
Provider visits 2	1.00		1.00	
Provider visits: 3 to 4	1.03	.99 - 1.06	<b>.95</b>	.92 - .98
Provider visits: 5 or more	<b>1.21</b>	1.15 - 1.27	<b>1.07</b>	1.02 - 1.12
Provider history: Less than 1 year	<b>1.11</b>	1.08 - 1.15	<b>1.06</b>	1.03 - 1.08
Provider history: 1-2 years	1.00		1.00	
Provider history: 3 to 5 years	<b>1.08</b>	1.04 - 1.13	<b>1.06</b>	1.03 - 1.09
Provider history: 5 plus years	<b>1.28</b>	1.23 - 1.33	<b>1.23</b>	1.20 - 1.26
Saw usual primary care provider	<b>1.61</b>	1.53 - 1.70	<b>1.44</b>	1.40 - 1.49

## Appendix A continued

Measure	Urgent care (N=98,484) Always=51.6%		Routine care (N= 203,884) Always= 60.7%	
	OR	95% CI	OR	95% CI
Primary care new patient wait Q2	<b>.91</b>	.85 - .98	<b>.92</b>	.87 - .97
Primary care new patient wait Q3	<b>.86</b>	.80 - .92	<b>.87</b>	.82 - .92
Primary care new patient wait Q4	<b>.72</b>	.67 - .78	<b>.75</b>	.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	<b>.91</b>	.85 - .97
Primary care established patient wait Q4	<b>.89</b>	.82 - .97	<b>.85</b>	.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 - 0.99	.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	<b>1.10</b>	1.03 - 1.18	<b>1.06</b>	1.00 - 1.13
Same day appointments Q4	<b>1.13</b>	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	<b>1.07</b>	1.01 - 1.14
Continuity primary care provider Q3	<b>1.12</b>	1.03 - 1.22	<b>1.16</b>	1.08 - 1.24
Continuity primary care provider Q4	<b>1.21</b>	1.11 - 1.32	<b>1.22</b>	1.14 - 1.31
Post discharge contact within 2 days Q2	<b>1.07</b>	1.00 - 1.15	<b>1.08</b>	1.02 - 1.14
Post discharge contact within 2 days Q3	1.04	.97 - 1.11	<b>1.06</b>	1.00 - 1.13
Post discharge contact within 2 days Q4	<b>1.10</b>	1.02 - 1.18	<b>1.10</b>	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	<b>1.09</b>	.99 - 1.20	<b>1.12</b>	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	<b>1.07</b>	1.00 - 1.16	<b>1.08</b>	1.02 - 1.15

Appendix A Continued

Measure	Urgent care (N=98,484) Always=51.6%		Routine care (N= 203,884) Always= 60.7%	
	OR	95% CI	OR	95% CI
Support staff ratio Q2	1.05	.98 - 1.12	1.01	.96 - 1.07
Support staff ratio Q3	1.02	.95 - 1.09	.98	.93 - 1.04
Support staff ratio Q4	1.05	.98 - 1.12	1.03	.97 - 1.08
Panel size (observed/expected) Q2	.99	.93 - 1.05	1.01	.95 - 1.06
Panel size (observed/expected) Q3	.95	.89 - 1.02	.96	.91 - 1.01
Panel size (observed/expected) Q4	.93	.86 - 1.00	.95	.90 - 1.01
Complexity group: Moderate	1.00	.89 - 1.11	.94	.86 - 1.03
Complexity group: Highest	1.02	.92 - 1.13	.99	.91 - 1.08
VISN 1	<b>1.00</b>		<b>1.00</b>	
VISN 2	<b>.80</b>	.69 - .92	<b>.79</b>	.71 - .89
VISN 4	<b>.84</b>	.72 - .98	<b>.88</b>	.78 - .99
VISN 5	<b>.67</b>	.57 - .79	<b>.63</b>	.55 - .72
VISN 6	<b>.57</b>	.48 - .67	<b>.54</b>	.47 - .62
VISN 7	<b>.56</b>	.48 - .65	<b>.57</b>	.50 - .65
VISN 8	<b>.58</b>	.50 - .67	<b>.60</b>	.54 - .68
VISN 9	<b>.61</b>	.52 - .72	<b>.60</b>	.53 - .68
VISN 10	<b>.61</b>	.53 - .71	<b>.63</b>	.56 - .71
VISN 12	<b>.67</b>	.57 - .78	<b>.72</b>	.63 - .81
VISN 15	<b>.64</b>	.55 - .75	<b>.72</b>	.64 - .82
VISN 16	<b>.61</b>	.52 - .70	<b>.59</b>	.52 - .66
VISN 17	<b>.53</b>	.46 - .62	<b>.54</b>	.47 - .61
VISN 18	<b>.49</b>	.41 - .57	<b>.47</b>	.41 - .54
VISN 19	<b>.55</b>	.48 - .64	<b>.55</b>	.49 - .62
VISN 20	<b>.50</b>	.42 - .59	<b>.52</b>	.45 - .60
VISN 21	<b>.62</b>	.54 - .71	<b>.59</b>	.53 - .67
VISN 22	<b>.54</b>	.45 - .64	<b>.54</b>	.47 - .62
VISN 23	<b>.86</b>	.74 - 1.00	<b>.79</b>	.70 - .89

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