

eAppendix Table. Odds Ratios, Confidence Intervals, and P-Values From Mixed Effects Logistic Regressions Predicting 2015-2016 Patient Satisfaction Outcomes

	Urgent Access (N=69,888)			Urgent Care Wait (N=67,572)			Routine Access (N=227,429)			Questions Answered (N=227,429)			Provider Rating (N=227,429)		
	Beta	95% CI	P-value	Beta	95% CI	P-value	Beta	95% CI	P-value	Beta	95% CI	P-value	Beta	95% CI	P-value
Avg. Speed of Answer (in seconds, ref = Q1)															
Q2 (35.9 to 58.9)	0.957	(0.890, 1.029)	0.237	0.931*	(0.880, 0.986)	0.014	1.005	(0.973, 1.039)	0.742	1.022	(0.990, 1.055)	0.179	0.987	(0.950, 1.026)	0.506
Q3 (59.0 to 107.6)	0.933	(0.857, 1.017)	0.113	0.959	(0.895, 1.026)	0.224	1.001	(0.961, 1.042)	0.969	1.012	(0.973, 1.051)	0.556	0.987	(0.943, 1.034)	0.588
Q4 (107.7 to 351.3)	0.849**	(0.761, 0.946)	0.003	0.844***	(0.772, 0.922)	<.001	0.990	(0.939, 1.044)	0.717	1.004	(0.955, 1.055)	0.871	0.953	(0.899, 1.011)	0.111
Abandonment Rate (% , ref = Q1)															
Q2 (6.1 to 10.2)	1.045	(0.977, 1.119)	0.198	1.026	(0.973, 1.081)	0.341	0.994	(0.964, 1.024)	0.695	0.988	(0.959, 1.018)	0.424	1.032	(0.996, 1.07)	0.080
Q3 (10.3 to 16.2)	1.033	(0.945, 1.128)	0.478	1.007	(0.939, 1.08)	0.839	0.993	(0.954, 1.035)	0.751	0.999	(0.960, 1.039)	0.965	1.038	(0.991, 1.089)	0.116
Q4 (16.3 to 29.1)	1.103	(0.989, 1.231)	0.078	1.056	(0.967, 1.153)	0.223	1.051	(0.999, 1.107)	0.057	1.018	(0.969, 1.069)	0.474	1.042	(0.983, 1.104)	0.171
Average Appointment Age (in days, ref = Q1)															
Q3 (10 to 21)	0.858***	(0.81, 0.909)	<.001	0.982	(0.938, 1.027)	0.425	1.075***	(1.046, 1.105)	<.001	0.742***	(0.722, 0.763)	<.001	1.055**	(1.021, 1.091)	0.001
Q3 (22 to 33)	0.799***	(0.75, 0.852)	<.001	1.041	(0.99, 1.096)	0.116	1.046**	(1.016, 1.077)	0.002	0.675***	(0.656, 0.695)	<.001	1.073***	(1.036, 1.111)	<.001
Q4 (34 to 550)	0.744***	(0.703, 0.788)	<.001	1.198***	(1.145, 1.254)	<.001	0.948***	(0.923, 0.973)	<.001	0.662***	(0.644, 0.68)	<.001	1.123***	(1.087, 1.16)	<.001
Monthly Primary Care Visit Volume (#, ref = Q1)															
Q2 (1,630 to 2,614)	1.018	(0.924, 1.121)	0.720	1.005	(0.929, 1.087)	0.903	0.977	(0.931, 1.026)	0.352	1.028	(0.985, 1.073)	0.208	1.033	(0.982, 1.087)	0.205
Q3 (2,615 to 4,086)	1.055	(0.951, 1.17)	0.310	0.999	(0.918, 1.088)	0.988	0.957	(0.906, 1.011)	0.115	1.020	(0.973, 1.069)	0.416	1.055	(0.999, 1.115)	0.054
Q4 (4,087 to 15,432)	0.950	(0.847, 1.067)	0.388	0.974	(0.885, 1.073)	0.595	0.953	(0.894, 1.015)	0.135	1.033	(0.979, 1.089)	0.239	1.035	(0.973, 1.101)	0.279
Monthly Call Volume (#, ref = Q1)															
Q2 (7,707 to 14,476)	1.056	(0.952, 1.173)	0.304	0.987	(0.909, 1.071)	0.747	0.946*	(0.899, 0.996)	0.0338*	1.011	(0.965, 1.058)	0.647	1.077**	(1.02, 1.138)	0.007
Q3 (14,477 to 23,522)	0.988	(0.886, 1.101)	0.827	0.938	(0.86, 1.024)	0.152	0.966	(0.914, 1.021)	0.215	0.994	(0.947, 1.044)	0.814	1.015	(0.958, 1.075)	0.619
Q4 (23,523 to 151,379)	0.970	(0.862, 1.091)	0.614	0.947	(0.859, 1.043)	0.268	0.991	(0.93, 1.055)	0.771	1.015	(0.962, 1.071)	0.590	1.026	(0.963, 1.094)	0.422
Average Response Rate (%)	1.012***	(1.006, 1.019)	<.001	1.010***	(1.005, 1.015)	<.001	1.003	(0.999, 1.006)	0.114	1.007***	(1.005, 1.01)	<.001	1.003	(1, 1.006)	0.067
Average Survey Response Time (days)	1.000	(0.998, 1.002)	0.960	0.999	(0.997, 1)	0.099	0.993***	(0.993, 0.994)	<.001	0.997***	(0.996, 0.998)	<.001	0.996***	(0.995, 0.997)	<.001
Covered Facility Status (ref = not covered)	0.943	(0.832, 1.069)	0.362	0.901	(0.809, 1.004)	0.058	0.853***	(0.784, 0.927)	<.001	0.929*	(0.876, 0.985)	0.014	1.043	(0.974, 1.116)	0.229
College Attainment (ref = none)	0.883***	(0.843, 0.925)	<.001	0.981	(0.946, 1.017)	0.291	1.259***	(1.234, 1.284)	<.001	1.266***	(1.24, 1.292)	<.001	0.938***	(0.916, 0.962)	<.001

Sex (ref = male)	0.767***	(0.707, 0.833)	<.001	1.019	(0.947, 1.096)	0.622	1.063**	(1.015, 1.112)	0.009	1.065**	(1.017, 1.115)	0.007	1.185***	(1.122, 1.252)	<.001
Race/Ethnicity (ref = non-Black, non-Hispanic)															
Black	0.966	(0.904, 1.032)	0.303	0.890***	(0.842, 0.941)	<.001	0.761***	(0.736, 0.788)	<.001	0.988	(0.954, 1.024)	0.507	0.923***	(0.885, 0.962)	<.001
Hispanic	0.949	(0.861, 1.045)	0.288	0.915*	(0.842, 0.995)	0.039	0.810***	(0.77, 0.852)	<.001	0.987	(0.935, 1.041)	0.623	1.118***	(1.049, 1.19)	<.001
Respondent Age Group (years, ref = 18-29)															
30 to 49	1.074	(0.847, 1.362)	0.555	1.013	(0.797, 1.288)	0.914	1.218**	(1.066, 1.392)	0.004	1.150	(0.991, 1.335)	0.065	1.187*	(1.017, 1.385)	0.030
50 to 64	1.543***	(1.224, 1.945)	<.001	1.203	(0.952, 1.519)	0.121	1.355***	(1.19, 1.542)	<.001	1.269**	(1.097, 1.467)	0.001	1.544***	(1.329, 1.795)	<.001
65+	1.947***	(1.545, 2.454)	<.001	1.319*	(1.045, 1.665)	0.020	1.363***	(1.198, 1.551)	<.001	1.073	(0.928, 1.24)	0.341	1.825***	(1.571, 2.12)	<.001
Self-Reported Physical Health (ref = Excellent)															
Very Good	0.779***	(0.678, 0.895)	<.001	0.804***	(0.739, 0.875)	<.001	0.924**	(0.882, 0.969)	0.001	1.013	(0.968, 1.061)	0.579	0.740***	(0.693, 0.789)	<.001
Good	0.674***	(0.589, 0.771)	<.001	0.751***	(0.692, 0.816)	<.001	0.835***	(0.796, 0.874)	<.001	1.115***	(1.066, 1.168)	<.001	0.593***	(0.556, 0.632)	<.001
Fair	0.534***	(0.465, 0.613)	<.001	0.705***	(0.646, 0.768)	<.001	0.718***	(0.683, 0.754)	<.001	1.240***	(1.182, 1.302)	<.001	0.547***	(0.512, 0.585)	<.001
Poor	0.434***	(0.373, 0.504)	<.001	0.645***	(0.581, 0.716)	<.001	0.632***	(0.595, 0.671)	<.001	1.359***	(1.279, 1.444)	<.001	0.506***	(0.467, 0.547)	<.001
Self-Reported Mental Health (ref = Excellent)															
Very Good	1.004	(0.931, 1.082)	0.916	1.000	(0.948, 1.055)	0.996	0.993	(0.965, 1.022)	0.642	1.037*	(1.007, 1.067)	0.0134	0.818***	(0.789, 0.848)	<.001
Good	1.030	(0.955, 1.11)	0.446	0.949	(0.899, 1.003)	0.063	0.947***	(0.918, 0.976)	<.001	1.112***	(1.078, 1.146)	<.001	0.746***	(0.718, 0.775)	<.001
Fair	0.954	(0.881, 1.033)	0.242	0.906**	(0.852, 0.963)	0.002	0.904***	(0.873, 0.936)	<.001	1.227***	(1.184, 1.271)	<.001	0.739***	(0.708, 0.772)	<.001
Poor	0.774***	(0.698, 0.859)	<.001	0.783***	(0.715, 0.856)	<.001	0.782***	(0.741, 0.825)	<.001	1.174***	(1.111, 1.241)	<.001	0.733***	(0.687, 0.783)	<.001
Survey Language (1 = English)	1.030	(0.853, 1.244)	0.758	0.861	(0.731, 1.013)	0.071	1.143*	(1.032, 1.265)	0.010	1.150*	(1.032, 1.281)	0.011	1.005	(0.887, 1.138)	0.943
Survey Assistance Received (1 = yes)	1.030	(0.946, 1.121)	0.497	0.978	(0.912, 1.048)	0.528	0.873***	(0.841, 0.907)	<.001	0.986	(0.949, 1.025)	0.4853	0.988	(0.944, 1.033)	0.589
Staff Were Helpful (ref = Never)															
Sometimes	1.75***	(1.5, 2.042)	<.001	1.368**	(1.117, 1.676)	0.003	1.728***	(1.566, 1.907)	<.001	1.756***	(1.532, 2.014)	<.001	1.301***	(1.159, 1.46)	<.001
Usually	4.735***	(4.038, 5.552)	<.001	2.299***	(1.87, 2.825)	<.001	3.125***	(2.828, 3.454)	<.001	2.789***	(2.43, 3.202)	<.001	2.037***	(1.813, 2.289)	<.001
Always	9.135***	(7.763, 10.749)	<.001	3.743***	(3.04, 4.608)	<.001	3.747***	(3.386, 4.146)	<.001	3.343***	(2.91, 3.842)	<.001	3.690***	(3.28, 4.15)	<.001
Staff Showed Respect (ref = Never)															
Sometimes	1.052	(0.852, 1.298)	0.638	1.225	(0.926, 1.619)	0.155	1.095	(0.957, 1.253)	0.187	1.076	(0.896, 1.292)	0.4343	0.965	(0.825, 1.13)	0.660
Usually	1.120	(0.905, 1.385)	0.298	1.141	(0.861, 1.511)	0.359	1.167	(1.02, 1.335)	0.025*	1.175	(0.979, 1.41)	0.0835	0.980	(0.837, 1.147)	0.802
Always	1.072	(0.865, 1.329)	0.524	1.146	(0.865, 1.52)	0.343	1.189	(1.038, 1.361)	0.0124*	1.171	(0.975, 1.406)	0.0911	1.088	(0.929, 1.274)	0.297
Time (months)	1.013***	(1.009, 1.017)	<.001	1.004*	(1, 1.007)	0.033	0.997**	(0.996, 0.999)	0.009	1.016***	(1.014, 1.017)	<.001	1.009***	(1.007, 1.012)	<.001

Length of patient/provider relationship (ref = <6 months)															
6 months to <5 years	0.895***	(0.845, 0.948)	<.001	0.836***	(0.796, 0.879)	<.001	0.604***	(0.59, 0.619)	<.001	0.697***	(0.679, 0.715)	<.001	0.683***	(0.664, 0.702)	<.001
5 years or more	0.760***	(0.709, 0.816)	<.001	0.730***	(0.69, 0.773)	<.001	0.54***	(0.525, 0.556)	<.001	0.637***	(0.618, 0.657)	<.001	0.447***	(0.431, 0.464)	<.001

*p<0.05 **p<0.01 ***p<0.001

Note: See Table 1 for exact question wordings of the outcome measures.