

Appendix 2. Electronic survey available on the Survey Monkey platform

Round 1 – ORAA study

Instructions:

Validation of key concepts to facilitate self-reflection on the implementation and support of advanced access

We are presenting a list of the pillars and sub-pillars that were developed following the Advanced Access Expert Meeting held on November 7, 2019. With your help, we would like to validate the list of sub-pillars of advanced access and ensure that it is complete.

For each of the proposed sub-pillars, please:

1. Indicate your level of agreement regarding the relevance of this sub-pillar to the concept of advanced access
2. Comment on its definition, if applicable
3. Indicate if this sub-pillar is attached to the correct pillar
4. Suggest missing sub-pillar(s), if necessary

Here is the AA model currently in use (pillars and definitions)

Pillar 1. Comprehensive planning for patient needs, service delivery and recurring variations

Comprehensive planning for the needs and characteristics of registered patients by the clinical team members to provide the number of appointments required. This considers recurring seasonal variations in demand and supply.

Pillar 2. Regular adjustment of supply to demand

Regular adjustment of service provision by clinical team members to match and maintain a balance with patients' needs.

Pillar 3. Appointment system

The appointment scheduling system must facilitate patient contact with their clinic and provide timely availability of clinical team members according to their patients' needs.

Pillar 4. Integration and optimization of collaborative practice

The integration and optimization of a collaborative practice to provide timely health care and services to patients based on their needs and the roles, responsibilities and skills of team members.

Pillar 5. Communication about advanced access and its functionalities

Information about the principles and functionalities of AA is provided to patients and members of the clinical team and updated when organizational changes occur.

Consent to my participation:

- I understand that my participation is voluntary and that I may withdraw at any time.
- I understand that my responses will be used anonymously and that my name and/or contact information will not be used in any report or article resulting from this consultation.
- Submission of the survey on the Survey Monkey platform will be considered an implied expression of my consent.

Pillar 1

Comprehensive planning for patient needs, service delivery and recurring variations

Comprehensive planning for the needs and characteristics of registered patients by the clinical team members to provide the number of appointments required. This considers recurring seasonal variations in demand and supply.

1.1 Overall estimate of services demand – Patient needs

It is important to know and understand the anticipated annual demand based on the size and composition of the enrolled patient base and its characteristics.

***1. Do you agree that overall estimation of service demand – Patient needs of patients is a sub-pillar of comprehensive demand and supply planning (Pillar 1)?**

1=Do not agree at all	2	3	4	5=Not sure	6	7	9=Totally agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***2. If you wish, enter a comment/suggestion - sub pillar 1.1**

***3. Reallocation to another pillar? To review the definitions of the AA pillars, [click here](#)**

1.2 Overall estimate of service supply

It is important to know and understand the anticipated annual demand based on the size and composition registered patients and its characteristics.

***4. Do you agree that overall estimation of service supply is a sub-pillar of comprehensive demand and supply planning (Pillar 1)?**

1=Do not agree at all	2	3	4	5=Not sure	6	7	9=Totally agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***5. If you wish, enter a comment/suggestion - sub pillar 1.2**

***6. Reallocation to another pillar?** To review the definitions of the AA pillars, [click here](#)

1.3 Anticipation of recurring periods of variation in demand

Anticipating periods of high variation (increase or decrease) in demand allows the clinical team to plan proactively.

***7. Do you agree that [anticipation of recurring periods of variation in demand](#) is a sub-pillar of comprehensive demand and supply planning (Pillar 1)?**

1=Do not agree at all 2 3 4 5=Not sure 5 6 7 9=Totally agree

***8. If you wish, enter a comment/suggestion - sub pillar 1.3**

***9. Reallocation to another pillar?** To review the definitions of the AA pillars, [click here](#)

1.4 Planning for anticipated variations in demand

Planning for variation in demand (e.g. flu season) helps to avoid being overwhelmed and a potential return to the traditional method of scheduling.

***10. Do you agree that [planning for anticipated changes in demand](#) is a sub-pillar of comprehensive demand and supply planning (Pillar 1)?**

1=Do not agree at all 2 3 4 5=Not sure 5 6 7 9=Totally agree

***11. If you wish, enter a comment/suggestion - sub pillar 1.4**

***12. Reallocation to another pillar?** To review the definitions of the AA pillars, [click here](#)

1.5 Planning for anticipated variations in supply

Planning for absences and developing plans to manage those absences helps ensure adequate service coverage to meet demand.

***13. Do you agree that [planning for anticipated changes in supply](#) is a sub-pillar of comprehensive demand and supply planning (Pillar 1)?**

1=Do not agree at all	2	3	4	5=Not sure	6	7	9=Totally agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***14. If you wish, enter a comment/suggestion - sub pillar 1.5**

***15. Reallocation to another pillar?** *To review the definitions of the AA pillars, [click here](#)*

The following is a summary list of the sub-pillars currently proposed to describe pillar 1 : Comprehensive planning for patient needs, service delivery and recurring variations.

Reminder if the definition: *Comprehensive planning for the needs and characteristics of registered patients by the clinical team members to provide the number of appointments required. This considers recurring seasonal variations in demand and supply.*

- 1.1 Overall estimate of services demand – Patient needs
- 1.2 Overall estimate of service supply
- 1.3 Anticipation of recurring periods of variation in demand
- 1.4 Planning for anticipated variations in demand
- 1.5 Planning for anticipated variations in supply

[If you feel this list is incomplete, use the boxes below to suggest one or more sub-pillar\(s\)](#)

***16. Enter the name and definition of additional sub-pillars for Pillar 1:**

Comprehensive planning for patient needs, service delivery and recurring variations.

1-Name and suggested definition

2-Name and suggested definition

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employer(s).

Pillars 2 to 5 underwent the same survey process.

***60. Do you have any general comments on the proposed conceptualization of access?** *To review the AA model and pillars, [click here](#)*

- No
 Yes

Comments

Many thanks for your participation and your time!

We'll be back soon with the results of this first round.

The research team of the ORAA project:

Mylaine Breton, Isabelle Gaboury, Christine Beaulieu, Sabina Abou Malham, Arnaud Duhoux, Jeannie Haggerty, Catherine Hudon, Lara Maillet, Isabel Rodrigues et Maxime Sasseville