

Appendix 1: Survey used to understand staff physician practice patterns and views on timely access

Start of Block: Default Question Block

Q3 When thinking about managing your schedule, how often do you use the following strategies to optimize access:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
I adjust my clinic schedule based on my TNA (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I start my morning clinics before 9am (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I book administrative slots at the start of my clinic to help accommodate urgent patient issues that may arise (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I schedule my clinic half-days so they are spread out through the week (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I adjust the number of pink slots (same/next day slots) I have per day based on patient demand (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I educate my patients on my pink slots (same/next day slots) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 In order to optimize access, do you sometimes review your appointment schedule in advance?

- Yes (1)
- No (2)

Skip To: Q10 If In order to optimize access, do you sometimes review your appointment schedule in advance? = No

Q14 When thinking about reviewing your appointment schedule in advance, how often do you do each of the following:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Ensure that patients booked are part of my roster (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure that patients are not booked with more than 1 appointment (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow for an opportunity to call/email a patient to mitigate a visit (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
See whether test results have come in which are necessary to review at an upcoming visit (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure that patient doesn't need to be seen sooner for an urgent issue (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure that a longer appointment isn't required for a complex patient (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 When thinking about your day-to-day practice, how often do you use the following strategies?

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
I use fax prescriptions renewals (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I deal with multiple problems in one visit if the patients brings them up (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I proactively address multiple patient issues in a single visit to avoid another patient visit (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I proactively bring up preventive health manoeuvres even when a patient is coming in for something else (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16 When thinking about communicating with patients outside of clinic, how often do you use the following strategies:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
I communicate with patients via email or secure messaging for clinical issues (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I communicate with patients via email or secure messaging for administrative issues (eg. appointment booking, forms, referrals) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I integrate phone appointments with patients into my regular clinic (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I communicate test results with patients using email, secure messaging, phone, or mailed letter (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 When thinking about managing complex patients, how often do you use the following strategies:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Booking longer appointments (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjusting the time between follow-up appointments based on disease stability (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Booking the next appointment before the patient leaves clinic (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9 When thinking about planning and taking vacation, how often do you use the following strategies:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
I inform my patients of upcoming absence (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I try and book fewer routine follow-ups in the weeks following my vacation (eg. preventive health exams, well baby checks, chronic disease follow-up, etc.) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I try to avoid taking vacation during typically busy periods (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use post-vacation blocking (ie. strategically block off clinics following my vacation and re-open them during my absence) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 How often do you use our non-physician team members to help you with:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Well baby checks (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immunizations (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hypertension follow-up (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancer screening (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reminder calls (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication of test results (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preventive health exams (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Please indicate how much you agree or disagree with the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither (3)	Agree (4)	Strongly Agree (5)
I value providing timely access to patients (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I value continuity in my practice (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think TNA is a good measure of timely access to booked appointments (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find TNA helps me improve my access for patients (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 What specific strategies do you think are most important to providing accessibility and continuity within your practice?

Q18 What could be done to help support you in providing quality care, accessibility, and continuity to your patients?

End of Block: Default Question Block

