

## Appendix 2. Uptake of practice strategies dichotomized by median TNA

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
I adjust my clinic schedule based on my TNA	31.0%	16.7%	0.1717
I start my morning clinics before 9am	24.1%	19.4%	0.6473
I book administrative slots at the start of my clinic to help accommodate urgent patient issues that may arise	20.7%	16.7%	0.6777
I schedule my clinic half-days so they are spread out through the week	89.7%	94.4%	0.8821*
I adjust the number of pink slots (same/next day slots) I have per day based on patient demand	24.1%	13.9%	0.2897
I educate my patients on my pink slots (same/next day slots)	41.4%	41.7%	0.9814

\*Left-sided Fisher's exact test used because cell sizes are less than 5

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
Ensure that patients booked are part of my roster	69.0%	71.0%	0.8657
Ensure that patients are not booked with more than 1 appointment	41.4%	32.3%	0.4638
Allow for an opportunity to call/email a patient to mitigate a visit	62.1%	31.3%	0.0159
See whether test results have come in which are necessary to review at an upcoming visit	62.1%	46.9%	0.2343
Ensure that patient doesn't need to be seen sooner for an urgent issue	41.4%	41.9%	0.9652
Ensure that a longer appointment isn't required for a complex patient	55.2%	59.4%	0.7403

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
I use fax prescriptions renewals	100.0%	91.2%	0.1507*
I deal with multiple problems in one visit if the patients brings them up	100.0%	97.1%	0.5397*
I proactively address multiple patient issues in a single visit to avoid another patient visit	86.2%	91.2%	0.8476*
I proactively bring up preventive health manoeuvres even when a patient is coming in for something else	93.1%	94.1%	0.7516*

\*Left-sided Fisher's exact test used because cell sizes are less than 5

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
I communicate with patients via email or secure messaging for clinical issues	31.0%	20.0%	0.3102
I communicate with patients via email or secure messaging for administrative issues (eg. appointment booking, forms, referrals)	17.2%	22.9%	0.5783
I integrate phone appointments with patients into my regular clinic	17.2%	11.4%	0.3782*
I communicate test results with patients using email, secure messaging, phone, or mailed letter	69.0%	57.1%	0.3308

\*Left-sided Fisher's exact test used because cell sizes are less than 5

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
Booking longer appointments	55.2%	48.6%	0.5989
Adjusting the time between follow-up appointments based on disease stability	86.2%	85.7%	0.6218*
Booking the next appointment before the patient leaves clinic	79.3%	82.9%	0.7174

\*Left-sided Fisher's exact test used because cell sizes are less than 5

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
I inform my patients of upcoming absence	41.4%	40.0%	0.9109
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.)	44.8%	34.3%	0.3895
I try to avoid taking vacation during typically busy periods	37.9%	20.0%	0.1122
I use post-vacation blocking (ie. strategically block off clinics following my vacation and re-open them during my absence)	62.1%	62.9%	0.9483

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

	% always or often		Chi-square p-value
	Median TNA 7 or Under	Median TNA Over 7	
Well baby checks	79.3%	82.9%	0.7174
Immunizations	86.2%	94.3%	0.9382*
Hypertension follow-up	31.0%	54.3%	0.0620
Cancer screening	3.5%	5.7%	0.8429*
Reminder calls	48.3%	57.1%	0.4792

Communication of test results	65.5%	54.3%	0.3624
Preventive health exams	41.4%	60.0%	0.1379

\*Left-sided Fisher's exact test used because cell sizes are less than 5