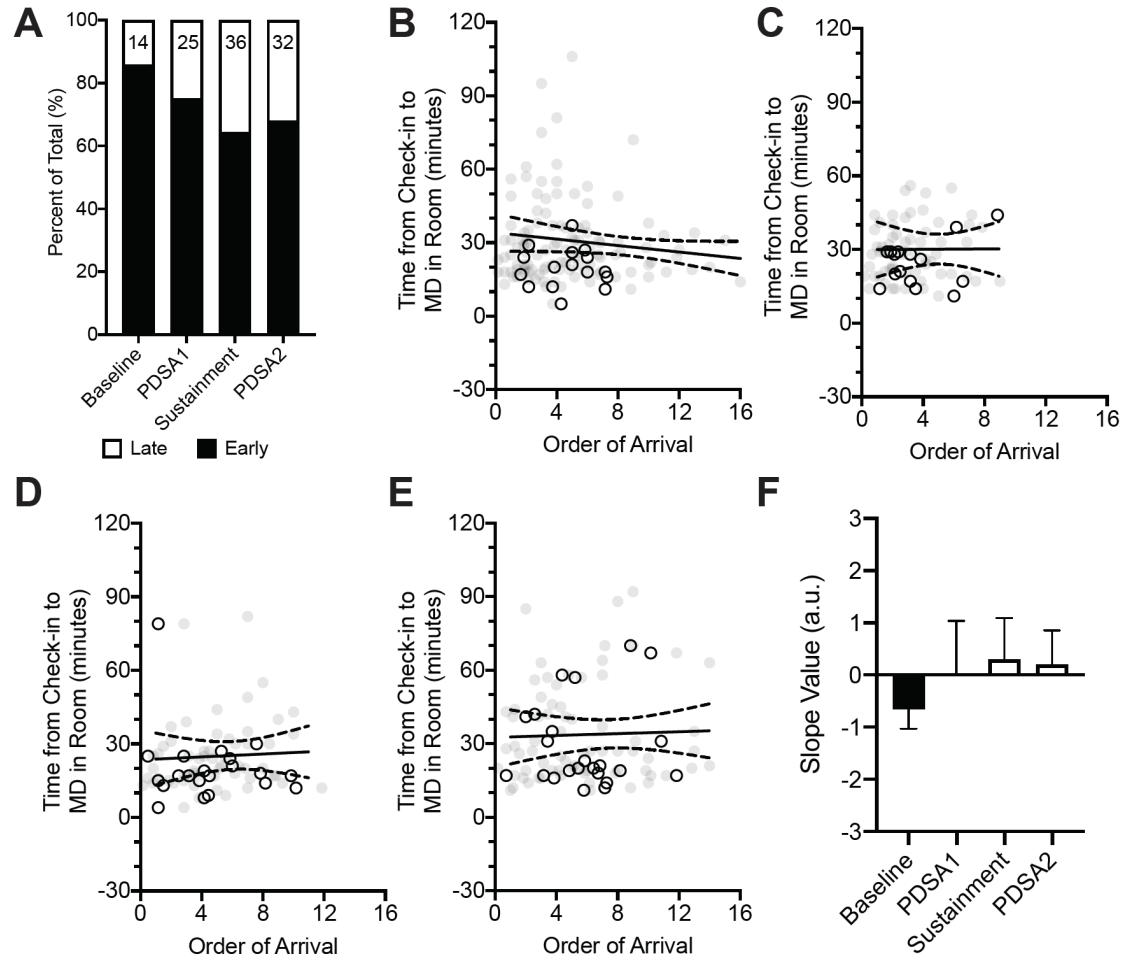


**Supplemental Figure 3:** Percent of patients arriving late and impact of arrival order on wait time, demonstrating no sustained appreciable effect



**Legend:** (A) Proportion of patients arriving later (open bar) than their appointment time and earlier (black bar) by intervention, linear regression analysis with best-fit line and 95% confidence intervals for (B) baseline; (C) PDSA1; (D) sustainment; and (E) PDSA2 with late arrivals (open circles) and early arrivals (filled circles). Late arriving patients, at baseline (B), waited less time than early arriving patients (two-tailed, unpaired t-test with Welch's correction,  $p = 0.0025$ ), but not in subsequent periods (unpaired t-test with Welch's correction, PDSA-1  $p = 0.2679$ , sustainment  $p = 0.2504$ , and PDSA-2  $p = 0.2224$ ) (F) Summary of slope values of linear regression model (Brown-Forsythe ANOVA test,  $p = 0.7068$ ).  $N = 59-113$  patient visits/group.