Appendix Table 1. Responses of PCMH characteristics by roles

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| PCMH scores from provider and staff survey | Individual responses | | | Clinic-aggregated responses (n=24) | | | |
| Provider (n=105) | Staff (n=109) | p-value | Provider | Staff | p-value1 | p-value2 |
| Access and communication with patients | 60.3 (12.1) | 57.9 (18.6) | 0.260 | 60.9 (10.3) | 61.4 (15.5) | 0.887 | 0.875 |
| Communication with other providers | 65.3 (22.8) | n/a | n/a | 64.5 (13.9) | n/a | n/a | n/a |
| Tracking data | 58.0 (24.9) | 68.0 (19.1) | 0.001 | 57.0 (17.3) | 66.3 (17.0) | 0.066 | 0.051 |
| Care management | 59.1 (16.7) | 69.7 (15.5) | <.001 | 59.0 (12.4) | 71.1 (11.2) | 0.001 | <.001 |
| Quality improvement | 62.0 (14.2) | 62.2 (16.1) | 0.923 | 61.8 (11.1) | 64.9 (11.7) | 0.357 | 0.342 |
| Total | 60.8 (11.4) | 64.1 (13.5) | 0.062 | 60.4 (7.3) | 65.5 (10.6) | 0.059 | 0.047 |

1 Provider and staff responses were compared as two independent samples (student t-test)

2 Provider and staff responses were compared as dependent samples (paired t-test by clinic)

Appendix Table 2. Association between patient experience and PCMH rating as assessed by providers

Effect of a 10-point increase in provider-rated PCMH score on patient experience

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Estimate  (95% confident interval) | | Patient experience from patient survey | | | |
| Getting timely appointments, care, and information | How well doctors communicate with patients | Helpful, courteous, and respectful office staff | Overall rating |
| PCMH scores from provider survey | Total PCMH score | -0.8 (-5.3,3.6) | -0.9 (-3.7,1.9) | -3 (-7.6,1.6) | -0.2 (-5.4,5) |
| PCMH subscale scores |  |  |  |  |
| Access and communication with patients | 1.7 (-1.3,4.6) | -0.7 (-2.9,1.6) | -0.6 (-2.6,1.4) | 2.7 (0,5.4) \* |
| Communication with other providers | -0.4 (-2.3,1.4) | -0.2 (-1.8,1.3) | 0.9 (-0.6,2.5) | -0.5 (-2.6,1.7) |
| Tracking data | 2.7 (1.4,3.9) \*\*\* | 0.2 (-0.7,1.2) | 2.1 (1.3,2.9) \*\*\* | 1.3 (0,2.5) \* |
| Care management | -2.5 (-4.8,-0.3) \* | -1.9 (-4.2,0.3) + | -2.6 (-5.4,0.2) + | -1.4 (-5.5,2.8) |
| Quality improvement | -1.2 (-4.8,2.4) | 1.6 (-1.5,4.7) | -1.7 (-4.9,1.4) | -1.4 (-5.5,2.8) |

+Denotes statistically significant difference from zero at p<0.1. \*Denotes statistically significant difference from zero at p<0.05. \*\*Denotes statistically significant difference from zero at p<0.01. \*\*\*Denotes statistically significant difference from zero at p<0.001.

Appendix Table 3. Association between patient experience and PCMH rating as assessed by staff

Effect of 10-point increase in staff-rated PCMH score on patient experience

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Estimate  (95% confident interval) | | Patient experience from patient survey | | | |
| Getting timely appointments, care, and information | How well doctors communicate with patients | Helpful, courteous, and respectful office staff | Overall rating |
| PCMH scores from staff survey | Total PCMH score | -0.3 (-3.1,2.4) | 0.9 (-0.8,2.5) | 1.2 (-1.2,3.6) | 1.8(-1.6,5.2) |
| PCMH subscale scores |  |  |  |  |
| Access and communication with patients | -0.8 (-2.6,1) | 0.7 (-1,2.4) | 1.5 (-0.1,3.1) + | -0.3(-2.4,1.7) |
| Tracking data | 0.9 (-1.4,3.2) | 1.4 (-0.1,3) + | 2 (0.7,3.4) \*\* | 0.9(-1.2,3.1) |
| Care management | -5 (-12.7,2.6) | -2.9 (-8.6,2.8) | -8 (-12.7,-3.3) \*\*\* | -1.8(-9.6,5.9) |
| Quality improvement | 4.6 (-0.6,9.8) + | 1.7 (-1.5,4.9) | 5.2 (2.3,8.1) \*\*\* | 3.4(-1.1,7.9) |

+Denotes statistically significant difference from zero at p<0.1. \*Denotes statistically significant difference from zero at p<0.05. \*\*Denotes statistically significant difference from zero at p<0.01. \*\*\*Denotes statistically significant difference from zero at p<0.001.