

Figure S1: Patient Access Definition and Determinants Survey

Round One of the Delphi Panel:

How do you define patient access?

Describe ten determinants of patient access to your health system.

Round Two of the Delphi Panel:

Section A: Definition of Access

Scale of Importance: on a scale from 1-9, please indicate the extent to which you consider the following statement successfully defines the term “patient access.”

1 represents a definition which fails to define “patient access,”

9 represents a definition which successfully defines “patient access”

Definitions:

1. Patient access is the institution’s ability to simplify the health system for patients, offer timely care, and connect patients to their care providers.
2. Patient access is the health system’s capacity to serve its community by raising the standard of care for all community members.
3. Patient access is the health system’s ability to facilitate the healing process by ensuring the patient is offered the best possible opportunities for care.
4. Patient access is the health system’s capacity to connect and communicate effectively with patients to best serve their unique needs.

Section B: Determinants of Access

Scale of Importance: on a scale from 1-9, please indicate the extent to which you consider the following factor a determinant of patient access.

1 represents a factor that is not important to patient access at your organization;

9 represents a factor that of critical importance to patient access at your organization.

Determinants:

1. Wealth and Insurance: Patients’ financial security or insurance coverage.
2. Healthy Behaviors: Patient practices regarding healthy living, including access to food and exercise.

3. Transportation: Patients' access to reliable transport.
4. Patient Experience: Patients' overall impression of their care journey, including the ease of accessing care.
5. Engagement: Patients' active involvement in their care.
6. Information and Paperwork: Documentation requirements for appointment access such as collection of patient medical records.
7. Referral: Accommodation of insurance referrals.
8. Affordability: The cost of care.
9. Facility Availability: Sufficient physical infrastructure to accommodate patients.
10. Availability of Ancillaries: Access to ancillary services, including imaging and infusion.
11. Patient Co-management: Coordination between primary care and specialists to support patient care.
12. Referral Management: Handling transitions of care between clinicians.
13. Geographical Availability: The facilities and resources necessary to serve patients in their community.
14. Appointment Availability: The ability to see patients in a timely manner.
15. Appointment Accuracy: Scheduling patients with the correct provider for their unique needs.
16. Common Language of Access: Consistent terminology used across the health system to discuss patient access.
17. Patient Portal: User-friendly, secure electronic connection to the health system for patients.
18. Telehealth: Accessibility of broadband-enabled patient-clinician interaction.
19. Facility Design: Medical office layout that maximizes patient flow and efficiency.
20. Triage: Formal process of early patient assessment performed by nurses.
21. Patient Self-Service: Options for patients to self-manage appointments and communication.

22. Care Team Staff: Construction, organization, and deployment of ambulatory clinical team.
23. Capacity Management: Availability and accessibility of resources including clinicians, space and staff.
24. Contact Center Management: Structured, standardized handling of communication between patients/referral sources and health system.
25. Executive Leadership: System-level C-suite support of patient access.
26. Clinician Leadership: Clinician management, stewardship, and oversight of access.
27. Access Leadership: Dedicated management, stewardship, and oversight of access.
28. Top of License: Clinicians performing the tasks most relevant to their role.
29. Competitive Market: Contested service area for access to health system.
30. Goal: Clearly defined, measurable access objectives across the health system.
31. Organizational Policy: Policies and procedures that facilitate patient access.
32. Enforcement of Policy: Ensuring compliance with existing access policies and procedures.
33. Culture: Shared patient-centered values, beliefs, and behaviors for the health system.
34. Data: Collection and analysis of internal data on access.
35. Benchmarks: Comparison of data against industry peers.
36. Technology Infrastructure: The capabilities and ease-of-use for the technology supporting access.
37. Recruiting: Selection of health system personnel (clinicians and staff) to meet access demands.
38. Training: Developing skills, knowledge, and competencies for health system personnel to improve access.
39. Change Management: Planning, implementing, and guiding transitions.
40. Cost management: Minimizing spending.

41. Strategy: Prioritization of access in the health system's strategy.