

APPENDIX

Figure 1: Recruitment periods, number of participants and completion rates per sites

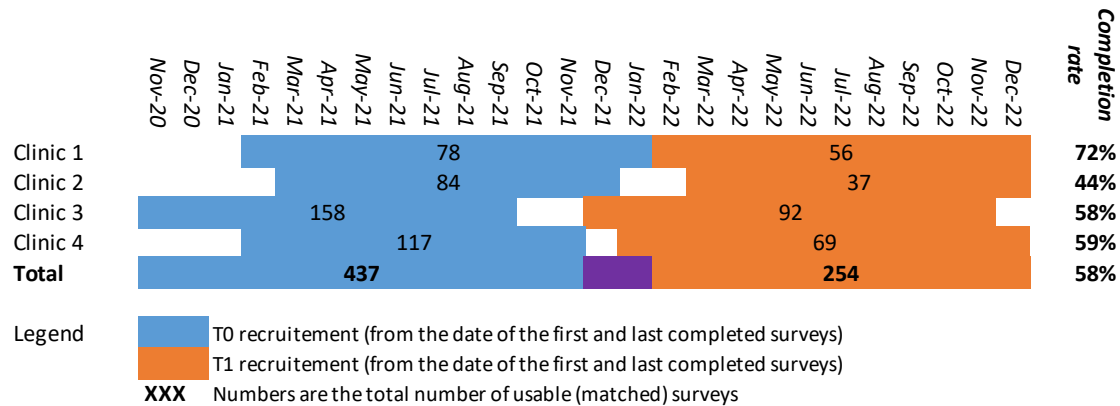


Table 1: Assessment of T0 to T1 Attrition Bias

	Chi2 test probability
Clinic	0.215
Gender (Men, Women, Other)	0.554
Age groups (10 years groups)	0.949
Born in Canada (Yes, No)	0.797
Skin Colour	0.214
Marital status (Single, Married, Divorced or separated, Widowed)	0.638
Highest level of education (6 groups)	0.616
Occupation (8 groups)	0.753
Yearly Income (7 groups)	0.938
	t-test probability (two tails)
Mean age	0.316

Table 2: Pre-Post Analysis of Patient Experience of Care

Paired Samples Test	Paired Differences						t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference					
				Lower	Upper				
Clinic 1									
Pair 1	Accessibility Score T1 - T0	1.959	2.313	0.353	1.247	2.671	5.554	42	0.000
Pair 2	Continuity Score T1 - T0	3.292	3.233	0.563	2.145	4.438	5.849	32	0.000
Pair 3	Comprehensiveness Score T1 - T0	3.395	3.200	0.494	2.398	4.392	6.875	41	0.000
Pair 4	Responsiveness Score T1 - T0	2.395	2.498	0.385	1.616	3.173	6.213	41	0.000
Pair 5	Outcomes of care score T1 - T0	3.953	3.569	0.551	2.841	5.065	7.178	41	0.000
Clinic 2									
Pair 1	Accessibility Score T1 - T0	2.339	1.950	0.330	1.669	3.009	7.096	34	0.000
Pair 2	Continuity Score T1 - T0	3.048	2.772	0.498	2.031	4.065	6.123	30	0.000
Pair 3	Comprehensiveness Score T1 - T0	2.153	3.810	0.663	0.803	3.504	3.247	32	0.003

Pair 4	Responsiveness Score T1 - T0	1.874	2.251	0.381	1.100	2.647	4.924	34	0.000
Pair 5	Outcomes of care score T1 - T0	2.560	3.551	0.609	1.320	3.799	4.203	33	0.000
Clinic 3									
Pair 1	Accessibility Score T1 - T0	2.399	1.959	0.322	1.746	3.052	7.450	36	0.000
Pair 2	Continuity Score T1 - T0	2.872	3.895	0.736	1.362	4.382	3.901	27	0.001
Pair 3	Comprehensiveness Score T1 - T0	3.244	2.818	0.463	2.305	4.184	7.003	36	0.000
Pair 4	Responsiveness Score T1 - T0	2.527	2.199	0.361	1.794	3.260	6.990	36	0.000
Pair 5	Outcomes of care score T1 - T0	3.145	3.312	0.545	2.040	4.249	5.775	36	0.000
Clinic 4									
Pair 1	Accessibility Score T1 - T0	1.539	2.181	0.294	0.949	2.128	5.233	54	0.000
Pair 2	Continuity Score T1 - T0	3.714	3.355	0.479	2.750	4.677	7.748	48	0.000
Pair 3	Comprehensiveness Score T1 - T0	2.589	3.512	0.478	1.631	3.548	5.417	53	0.000
Pair 4	Responsiveness Score T1 - T0	2.352	2.424	0.330	1.690	3.014	7.129	53	0.000
Pair 5	Outcomes of care score T1 - T0	3.206	3.486	0.483	2.236	4.177	6.632	51	0.000
Total (All Clinics)									
Pair 1	Accessibility Score T1 - T0	1.997	2.135	0.164	1.674	2.320	12.194	169	0.000
Pair 2	Continuity Score T1 - T0	3.301	3.306	0.278	2.751	3.852	11.857	140	0.000
Pair 3	Comprehensiveness Score T1 - T0	2.852	3.359	0.261	2.338	3.367	10.940	165	0.000
Pair 4	Responsiveness Score T1 - T0	2.301	2.350	0.181	1.943	2.659	12.692	167	0.000
Pair 5	Outcomes of care score T1 - T0	3.249	3.484	0.271	2.714	3.785	11.980	164	0.000

Table 3: Pre-Post Analysis of Health (SF-12) Improvements

Paired Samples Test		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Clinic 1									
Pair 1	Aggregate Physical Health T-Score (T1-T0)	2.721	8.054	1.243	0.211	5.230	2.189	41	0.034
Pair 2	Aggregate Mental Health T-Score (T1-T0)	-0.752	9.893	1.527	-3.835	2.331	-0.493	41	0.625
Clinic 2									
Pair 1	Aggregate Physical Health T-Score (T1-T0)	4.060	7.917	1.378	1.253	6.867	2.946	32	0.006
Pair 2	Aggregate Mental Health T-Score (T1-T0)	3.806	8.750	1.523	0.703	6.908	2.498	32	0.018
Clinic 3									
Pair 1	Aggregate Physical Health T-Score (T1-T0)	1.770	7.696	0.920	-0.065	3.605	1.924	69	0.058

Pair 2	Aggregate Mental Health T-Score (T1-T0)	-1.249	11.581	1.384	-4.010	1.512	-0.902	69	0.370
Clinic 4									
Pair 1	Aggregate Physical Health T-Score (T1-T0)	3.446	9.026	1.175	1.094	5.799	2.933	58	0.005
Pair 2	Aggregate Mental Health T-Score (T1-T0)	0.849	10.595	1.379	-1.912	3.610	0.616	58	0.541
Total (All Clinics)									
Pair 1	Aggregate Physical Health T-Score (T1) - (T0)	2.822	8.193	0.574	1.691	3.953	4.919	203	0.000
Pair 2	Aggregate Mental Health T-Score (T1) - (T0)	0.277	10.613	0.743	-1.188	1.742	0.373	203	0.709

Table 4: Number of Respondents per Socio-Demographic Group

		Number Of Respondents		
		T0	T1	Expected T1
Clinic	Clinic 1	78	55	45
	Clinic 2	84	38	49
	Clinic 3	158	92	92
	Clinic 4	117	69	68
	Total	437	254	254
	<i>Chi2 Test</i>		<i>p=</i>	<i>0.215</i>
Gender	Men	109	65	66
	Women	251	156	152
	Other	11	4	7
	Total	371	225	225
	<i>Chi2 Test</i>		<i>p=</i>	<i>0.554</i>
Age	10 and under	1	0	1
	11 to 20	1	1	1
	21 to 30	29	14	18
	31 to 40	70	38	42
	41 to 50	44	28	27
	51 to 60	62	38	37
	61 to 70	100	65	60
	71 to 80	50	31	30
	81 to 90	9	6	5
	90 and above	0	0	0
	Total	366	221	221
	<i>Chi2 Test (Cells with values under 5 were excluded)</i>		<i>p=</i>	<i>0.949</i>
Born in Canada	Yes	307	187	186
	No	67	39	40
	Total	374	226	226
	<i>Chi2 Test</i>		<i>p=</i>	<i>0.797</i>
Skin colour	White	329	203	198
	Other	30	13	18
	Total	359	216	216
	<i>Chi2 Test</i>		<i>p=</i>	<i>0.214</i>
Marital Status	Single (never legally married)	81	42	49

	Legally married or in a common-law relationship	226	143	137
	Divorced or separated	42	25	26
	Widowed	21	15	13
	Total	370	225	225
	<i>Chi2 Test</i>		<i>p=</i>	<i>0.638</i>
Education	No diploma (elementary school)	2	1	1
	High school diploma	70	40	42
	Diploma or certificate from a trade school	41	19	25
	College diploma	83	48	50
	Bachelor's degree	107	73	64
	Master's degree or PhD	57	35	34
	Total	360	216	216
	<i>Chi2 Test (Cells with values under 5 were excluded)</i>		<i>p=</i>	<i>0.616</i>
Occupation	full-time worker	138	81	83
	part-time worker	36	16	22
	student	12	7	7
	retired / pension plan	131	83	78
	stay at home / caregiver / other responsibilities	12	9	7
	temporarily off work	11	9	7
	employment insurance (unemployed)	3	1	2
	social assistance	1	0	1
	Total	344	206	206
	<i>Chi2 Test (Cells with values under 5 were excluded)</i>		<i>p=</i>	<i>0.753</i>
Yearly Income	less than \$ 15 000	8	3	5
	from 15 to \$25,000	24	15	15
	from 25 to \$35,000	28	13	17
	from 35 to \$55,000	56	35	34
	from 55 to \$75,000	65	40	39
	from 75 to \$100, 000	50	28	30
	\$100,000 and more	94	63	57
	I don't know / I don't want to answer	46	28	28
	Total	371	225	225
	<i>Chi2 Test (Cells with values under 5 were excluded)</i>		<i>p=</i>	<i>0.938</i>