Accessibility Orientation

Telephone accessibility

Think about being able to get the healthcare or advice you need here at this place…
Based on your experience in this time period [12 months], how easy is it for you to get health advice here over the phone?

→ 6 Does not apply to me / missing response → Replace with clinic mean score → Access_base_score, with values from 1 to 5

→ 1 Not at all easy / 2 Not very easy / 3 Moderately easy / 4 Easy / 5 Very easy → Access_base_score, with values from 1 to 5

Timeliness

Why did you come here today?

→ Routine examination/ Annual examination / Follow-up of a health problem/ Pregnancy follow-up / Many issues to discuss / Other, please specify____ (non-urgent) → For these responses & no reason given (ie missing response), Time_sensitive = 0

→ An urgent but minor health problem / Prescription renewal / New health problem / Other, please specify____ (where specified response was urgent) → Time_sensitive = 1

Delay

How long was the delay between making this appointment and your visit today?

→ I had a walk-in appointment / 1 to 2 days → Delay_adjustment = +1

→ Between 2 days and 1 week → Delay_adjustment = 0

→ 1 to 2 weeks → Delay_adjusment = -1

→ 2 to 4 weeks / 4 to 6 weeks / More than 6 weeks → Delay_adjustment = -2

→ Missing response → If Time_sensitive = 1 then Delay_adjustment = missing
Else if Time_sensitive = 0 then Delay_adjustment = 0

Access difficulty

Think about being able to get the healthcare or advice you need here at this place…
Were there times when you had difficulty getting the healthcare or advice you needed?

→ No → Access_difficulty_adjustment = 0

→ Yes, once → Access_difficulty_adjustment = -1

→ Yes, several times → Access_difficulty_adjustment = -2

→ Yes, unknown # of times (response added during data cleaning due to follow-up questions on specific difficulties) → Access_difficulty_adjustment = -1

→ Missing response → Access_difficulty_adjustment = missing

Accessibility_orientation = Access_base_score + timeliness * delay_adjustment + access_difficulty_adjustment

Normalize to a 1 – 10 scale: Accessibility_orientation_N = (((Accessibility_orientation + 3) / 9) * 9) + 1