

Predictors of resource utility among resource users, odds ratio (95% confidence interval)

Covariate	Local PACT education	PACT collaborative	Measures	Teamlet huddles	Teamlet meetings
Supervisor (versus not)	0.76 (0.64–0.91)	0.72 (0.6–0.86)	0.79 (0.67–0.92)	0.74 (0.58–0.94)	0.72 (0.57–0.91)
Time worked in VHA (ref. is <0.5 years)					
0.5–1 years	1.86 (0.77–4.48)	1.39 (0.58–3.35)	1.73 (0.79–3.78)	1.12 (0.41–3.03)	1.67 (0.6–4.62)
1–2 years	2.64 (1.19–5.87)	2.44 (1.12–5.31)	2.66 (1.28–5.53)	1.19 (0.49–2.86)	1.34 (0.51–3.49)
2–5 years	4.18 (1.92–9.12)	3.78 (1.8–7.92)	3.39 (1.7–6.75)	2.08 (0.91–4.71)	2.69 (1.12–6.49)
5–10 years	4.95 (2.27–10.8)	4.14 (1.97–8.67)	4.06 (2.03–8.08)	1.9 (0.82–4.39)	2.69 (1.12–6.49)
10–15 years	4.48 (2.05–9.78)	4.22 (1.97–9.03)	2.97 (1.46–6.05)	2.44 (1.05–5.64)	3.1 (1.26–7.61)
15–20 years	4.85 (2.18–10.8)	4.26 (1.95–9.3)	3.56 (1.72–7.39)	1.95 (0.81–4.71)	2.94 (1.15–7.54)
>20 years	3.71 (1.67–8.25)	2.94 (1.38–6.3)	2.61 (1.26–5.42)	1.95 (0.83–4.62)	2.14 (0.84–5.47)
Respondent ethnicity (ref. is White)					
Black/African-American	0.57 (0.41–0.79)	0.58 (0.42–0.79)	0.49 (0.36–0.67)	0.43 (0.27–0.68)	0.53 (0.35–0.82)
Asian/Pacific Islander	0.5 (0.36–0.7)	0.51 (0.37–0.71)	0.61 (0.46–0.82)	0.64 (0.42–0.99)	0.57 (0.38–0.86)
Hispanic	0.84 (0.6–1.16)	0.84 (0.6–1.16)	0.73 (0.53–0.99)	0.63 (0.39–1.01)	0.66 (0.41–1.05)
Other	0.84 (0.61–1.14)	0.84 (0.61–1.14)	0.97 (0.73–1.3)	0.99 (0.67–1.46)	0.98 (0.66–1.45)
Respondent age (ref is ≥60)					
<20–29	2.14 (1.34–3.42)	1.38 (0.84–2.25)	1.26 (0.8–1.97)	1.88 (0.96–3.67)	1.46 (0.75–2.86)
30–39	2.1 (1.54–2.86)	1.36 (1–1.86)	1.4 (1.05–1.88)	1.84 (1.2–2.83)	1.67 (1.08–2.56)
40–49	1.65 (1.26–2.16)	1.21 (0.92–1.58)	1.17 (0.91–1.51)	1.79 (1.23–2.59)	1.84 (1.27–2.66)
50–59	1.26 (0.98–1.62)	1.02 (0.79–1.31)	1.17 (0.92–1.49)	1.54 (1.06–2.23)	1.16 (0.82–1.65)
Female sex (versus male)					
	0.68 (0.57–0.82)	0.61 (0.51–0.73)	0.71 (0.59–0.85)	0.68 (0.53–0.86)	0.72 (0.57–0.91)
Role in primary care (ref. is provider)					
Administrative	0.44 (0.32–0.59)	0.39 (0.29–0.54)	0.53 (0.39–0.7)	0.62 (0.42–0.91)	0.55 (0.37–0.81)
Dietician	0.05 (0.01–0.33)	0 (0–Inf)	0.14 (0.04–0.47)	0.52 (0.11–2.39)	0 (0–Inf)
LPN/LVN/CNA	0.51 (0.39–0.65)	0.58 (0.45–0.75)	0.58 (0.45–0.73)	0.64 (0.46–0.9)	0.53 (0.38–0.74)
Mental health professional	0.39 (0.2–0.79)	0.44 (0.21–0.92)	0.71 (0.36–1.42)	0.31 (0.09–1.05)	0.35 (0.12–1.04)
Nurse care manager	0.56 (0.44–0.71)	0.69 (0.54–0.88)	0.72 (0.58–0.9)	0.55 (0.39–0.76)	0.55 (0.4–0.77)
Nurse case manager	0.55 (0.37–0.84)	0.83 (0.55–1.25)	0.63 (0.43–0.93)	0.64 (0.36–1.14)	0.62 (0.36–1.07)
Other	0.32 (0.13–0.77)	0.34 (0.15–0.76)	0.3 (0.13–0.68)	0.39 (0.11–1.4)	0.33 (0.09–1.2)
Other RN	0.39 (0.26–0.59)	0.57 (0.38–0.86)	0.54 (0.38–0.77)	0.65 (0.39–1.08)	0.45 (0.26–0.78)
Pharmacist	0.37 (0.24–0.57)	0.35 (0.22–0.54)	0.49 (0.32–0.73)	0.86 (0.48–1.55)	0.68 (0.39–1.17)
Social Worker	0.28 (0.15–0.53)	0.32 (0.17–0.62)	0.5 (0.28–0.9)	0.19 (0.06–0.64)	0.15 (0.04–0.51)
Technician	0.47 (0.29–0.75)	0.53 (0.34–0.83)	0.43 (0.27–0.69)	0.74 (0.41–1.34)	0.78 (0.45–1.35)
PACT team member (ref. is Yes)					
No	1.08 (0.76–1.54)	0.96 (0.66–1.39)	0.9 (0.63–1.27)	0.96 (0.57–1.63)	0.84 (0.49–1.46)
Not in Teamlet	0.66 (0.47–0.91)	0.7 (0.51–0.98)	0.88 (0.66–1.17)	0.84 (0.52–1.34)	0.66 (0.41–1.06)
Not sure	2.03 (1.11–3.74)	2.64 (1.38–5.05)	3.35 (1.75–6.42)	2.8 (1.4–5.58)	2.27 (1.08–4.76)
Time in primary care (ref. is >80%)					
<20%	0.59 (0.37–0.95)	0.76 (0.48–1.19)	0.44 (0.27–0.72)	1.49 (0.91–2.44)	1.12 (0.64–1.93)
20%–40%	1.22 (0.76–1.95)	1.15 (0.7–1.88)	0.76 (0.46–1.23)	0.86 (0.42–1.75)	1.3 (0.69–2.44)
41%–60%	0.58 (0.36–0.92)	0.72 (0.45–1.15)	0.96 (0.64–1.45)	0.88 (0.48–1.62)	0.7 (0.38–1.32)
61%–80%	0.61 (0.4–0.91)	0.92 (0.63–1.36)	1.14 (0.8–1.62)	0.73 (0.41–1.28)	0.82 (0.47–1.42)
Facility complexity (ref. is “1” or “most complex”)					
2	1.25 (0.9–1.73)	1.08 (0.83–1.42)	1.2 (0.91–1.57)	1.16 (0.8–1.68)	1.17 (0.81–1.7)
3	1.09 (0.77–1.55)	1.02 (0.76–1.36)	1.03 (0.77–1.38)	0.79 (0.52–1.19)	1.25 (0.84–1.84)

Predictors of resource utility among resource users, odds ratio (95% confidence interval), continued

Covariate	Information systems	Scheduling tools	QI methods	Disease registries	Online toolkit
Supervisor (versus not)	0.84 (0.7–1)	0.87 (0.73–1.04)	0.72 (0.58–0.9)	0.9 (0.74–1.11)	0.76 (0.63–0.93)
Time worked in VHA (ref. is <0.5 years)					
0.5–1 years	1.67 (0.68–4.1)	0.92 (0.44–1.92)	1.34 (0.51–3.49)	1.86 (0.63–5.47)	1.72 (0.56–5.26)
1–2 years	2.86 (1.28–6.36)	1.09 (0.58–2.05)	2.16 (0.93–5)	2.12 (0.79–5.64)	2.92 (1.05–8.08)
2–5 years	4.53 (2.12–9.68)	1.88 (1.04–3.39)	2.97 (1.31–6.75)	3.9 (1.52–9.97)	5.81 (2.18–15.5)
5–10 years	4.35 (1.99–9.49)	1.86 (1.03–3.35)	2.94 (1.3–6.69)	4.18 (1.63–10.7)	6.55 (2.46–17.5)
10–15 years	3.9 (1.79–8.5)	1.88 (1.02–3.46)	3.63 (1.6–8.25)	3.67 (1.4–9.58)	6.49 (2.39–17.6)
15–20 years	4.06 (1.82–9.03)	1.82 (0.97–3.42)	3.1 (1.31–7.32)	3.67 (1.38–9.78)	5.93 (2.18–16.1)
>20 years	2.51 (1.13–5.58)	1.79 (0.95–3.35)	1.86 (0.8–4.31)	2.44 (0.91–6.49)	4.48 (1.65–12.2)
Respondent ethnicity (ref. is White)					
Black/African-American	0.58 (0.42–0.81)	0.58 (0.42–0.79)	0.38 (0.25–0.55)	0.63 (0.43–0.93)	0.45 (0.31–0.66)
Asian/Pacific Islander	0.45 (0.33–0.63)	0.5 (0.36–0.7)	0.37 (0.26–0.54)	0.55 (0.38–0.8)	0.37 (0.25–0.55)
Hispanic	0.55 (0.38–0.79)	0.69 (0.5–0.96)	0.55 (0.37–0.81)	0.93 (0.64–1.35)	0.63 (0.43–0.93)
Other	1.01 (0.74–1.38)	1.13 (0.84–1.51)	0.91 (0.64–1.3)	1.01 (0.71–1.43)	0.88 (0.62–1.25)
Respondent age (ref is ≥60)					
<20–29	0.84 (0.5–1.43)	0.93 (0.57–1.52)	0.73 (0.4–1.31)	0.98 (0.53–1.8)	1.39 (0.74–2.61)
30–39	1.25 (0.91–1.7)	1.17 (0.86–1.6)	0.8 (0.55–1.16)	0.91 (0.63–1.32)	1.35 (0.95–1.92)
40–49	1.23 (0.94–1.62)	1.09 (0.84–1.43)	0.84 (0.61–1.14)	1.19 (0.87–1.62)	1.15 (0.84–1.57)
50–59	1.05 (0.82–1.35)	1.06 (0.83–1.36)	0.86 (0.64–1.15)	0.99 (0.74–1.32)	1.14 (0.85–1.52)
Female sex (versus male)					
	0.76 (0.62–0.92)	0.68 (0.57–0.82)	0.7 (0.56–0.87)	0.73 (0.58–0.9)	0.6 (0.48–0.75)
Role in primary care (ref. is provider)					
Administrative	0.42 (0.31–0.58)	0.72 (0.54–0.96)	0.31 (0.21–0.44)	0.61 (0.42–0.89)	0.35 (0.24–0.51)
Dietician	0.19 (0.04–0.84)	0.56 (0.21–1.49)	0.11 (0.02–0.54)	0.14 (0.02–1.03)	0.05 (0.01–0.41)
LPN/LVN/CNA	0.54 (0.41–0.71)	0.73 (0.57–0.93)	0.45 (0.33–0.61)	0.48 (0.35–0.65)	0.47 (0.34–0.64)
Mental Health Prof.	0.71 (0.34–1.49)	0.88 (0.44–1.75)	0.39 (0.15–1.05)	0.88 (0.35–2.2)	0.35 (0.13–0.92)
Nurse Care Manager	0.68 (0.53–0.86)	0.88 (0.69–1.12)	0.59 (0.44–0.79)	0.63 (0.48–0.82)	0.55 (0.42–0.73)
Nurse Case Manager	0.61 (0.41–0.92)	0.83 (0.55–1.25)	0.49 (0.3–0.8)	0.67 (0.42–1.07)	0.44 (0.27–0.73)
Other	0.26 (0.1–0.72)	0.74 (0.33–1.68)	0.49 (0.21–1.13)	0.37 (0.14–1.01)	0.31 (0.13–0.73)
Other RN	0.51 (0.34–0.76)	0.84 (0.57–1.23)	0.49 (0.32–0.75)	0.64 (0.41–1)	0.48 (0.31–0.74)
Pharmacist	0.39 (0.24–0.63)	0.59 (0.37–0.94)	0.41 (0.23–0.7)	0.3 (0.17–0.53)	0.22 (0.12–0.4)
Social Worker	0.5 (0.25–1)	0.44 (0.22–0.9)	0.36 (0.16–0.78)	0.41 (0.15–1.11)	0.2 (0.08–0.47)
Technician	0.51 (0.31–0.84)	0.57 (0.37–0.88)	0.39 (0.23–0.64)	0.99 (0.59–1.65)	0.46 (0.28–0.77)
PACT team member (ref. is Yes)					
No	0.72 (0.48–1.08)	0.74 (0.51–1.07)	0.74 (0.48–1.14)	0.81 (0.52–1.27)	0.63 (0.4–0.98)
Not in Teamlet	0.79 (0.57–1.09)	0.76 (0.56–1.04)	1.03 (0.73–1.46)	0.9 (0.61–1.32)	0.78 (0.55–1.11)
Not sure	3.78 (1.97–7.24)	2.59 (1.4–4.76)	3.03 (1.31–7.03)	2.53 (1.25–5.16)	3.06 (1.3–7.24)
Time in primary care (ref. is >80%)					
<20%	0.59 (0.37–0.95)	0.7 (0.47–1.06)	0.52 (0.32–0.84)	0.92 (0.55–1.54)	0.83 (0.51–1.35)
20%–40%	0.54 (0.3–1)	0.79 (0.47–1.35)	0.89 (0.5–1.57)	1.04 (0.59–1.84)	0.88 (0.5–1.55)
41%–60%	0.86 (0.53–1.4)	0.89 (0.57–1.39)	0.78 (0.47–1.3)	0.83 (0.48–1.43)	0.7 (0.41–1.22)
61%–80%	0.92 (0.63–1.36)	1.09 (0.76–1.58)	0.61 (0.38–0.97)	0.7 (0.43–1.15)	0.91 (0.58–1.43)
Facility complexity (ref. is “1” or “most complex”)					
2	1.22 (0.9–1.67)	1.15 (0.86–1.54)	1.12 (0.82–1.52)	1.09 (0.8–1.49)	1.09 (0.82–1.46)
3	1.08 (0.78–1.51)	1.06 (0.78–1.45)	1.09 (0.79–1.52)	0.99 (0.71–1.38)	1.02 (0.75–1.39)