

eAppendix Table 1. Pre vs Post-Intervention Relative Differences in Hospital Utilization Comparing Familiar Faces Clients With Comparison Group, and DID Comparisons for Cohorts 1 and 2

Utilization Type	Familiar Faces (n = 159)			Comparison Group (n = 280)			DID Estimator*
	Average Annual Rate per Person		Pre-Post Difference ^c (95% CI)	Average Annual Rate per Person		Pre-Post Difference ^c (95% CI)	
	Pre	Post		Pre	Post		
Cohort 1							
Total Encounters	21.1	14.4	-32% (-37% to -27%) ^b	19.1	15.3	-20% (-25% to -15%) ^b	-15% (-22% to -6%) ^b
Discharged from ED	17.0	12.3	-28% (-33% to -22%) ^b	15.8	13.4	-15% (-20% to -10%) ^b	-15% (-23% to -6%) ^a
Admitted or Observation Status	4.2	2.3	-46% (-54% to -35%) ^b	3.3	2.1	-38% (-47% to -28%) ^b	-12% (-30% to 11%)
30-Day Readmissions	1.3	0.4	-67% (-73% to -51%) ^b	0.7	0.2	-69% (-79% to -53%) ^b	6% (-39% to 84%)
Number of Hospital Days	21.4	11.0	-39% (-43% to -35%) ^b	21.6	12.3	-33% (-36% to -29%) ^b	-9% (-16% to -1%) ^a
Days Between Encounter	21.8	66.0	311% (295%-328%) ^b	21.9	63.2	288% (276%-300%) ^b	8% (1%-16%) ^a
Total Costs	\$28,979	\$17,330	-\$11,040 (-\$17,957 to \$4124) ^a	\$21,381	\$14,527	-\$6138 (-\$11,380 to -\$895) ^a	-\$4903 (-\$13,579 to \$3774)
Cohort 2							
Total Encounters	15.9	8.0	-50% (-54% to -45%) ^b	16.0	9.2	-43% (-46% to -38%) ^b	-13% (-23% to -2%) ^a
Discharged from ED	12.0	6.1	-49% (-55% to -43%) ^b	13.0	7.4	-43% (-47% to -38%) ^b	-11% (-22% to 2%)
Admitted or Observation	3.9	2.0	-45% (-54% to -35%) ^b	3.0	1.9	-39% (-57% to -28%) ^b	-12% (-30% to 11%)
30-Day Readmissions	0.8	0.4	-54% (-72% to -32%) ^b	0.6	0.4	-38% (-54% to -12%) ^a	-30% (-60% to 24%)

Number of Hospital Days	27.2	16.7	-49% (-53% to -44%) ^b	23.7	15.9	-43% (-46% to -39%) ^b	-10% (-19% to 0%) ^a
Days Between Encounter	17.7	52.1	294% (276%-313%) ^b	19.1	50.3	262% (250%-274%) ^b	12% (4%-21%) ^b
Total Costs	\$26,190	\$14,969	-\$11,128 (-\$18,917 to -\$3339) ^a	\$22,164	\$13,924	-\$7945 (-\$13,696 to -\$2194) ^a	-\$3183 (-\$12,865 to \$6500)

DID indicates difference-in-differences; ED, emergency department.

^a*P* <.05.

^b*P* <.001.

^cAdjusted for age, gender, insurance status, primary care provider, cohort designation, and Charlson comorbidity index category.

eAppendix Table 2. Comparison of DID Estimators Using Standard Multivariable Adjustment Compared With PS Methods

Outcome	DID Estimator (95% CI)		
	Multivariate Adjustment	PS – Regression Adjustment	PS – IPTW Method
Total Encounters	-13% (-19% to -6%) ^b	-13% (-19% to -6%) ^b	-13% (-18% to -6%) ^b
Discharged from ED	-12% (-19% to -4%) ^a	-12% (-19% to -4%) ^a	-12% (-19% to -5%) ^a
Admitted or Observation	-12% (-19% to -5%) ^a	-12% (-19% to -5%) ^a	-12% (-19% to -6%) ^a
30-Day Readmissions	-18% (-44% to 22%)	-18% (-44% to 22%)	-16% (-43% to 24%)
Number of Hospital Days	-8% (-14% to -2%) ^a	-8% (-14% to -2%) ^a	-6% (-12% to -1%) ^a
Days Between Encounter	9% (4%-15%) ^b	9% (3%-15%) ^b	9% (3%-14%) ^b
Total Costs	-\$4903 (-\$13,579 to \$3774)	-\$3545 (-\$11,653 to \$4137)	-\$2642 (-\$10,508 to \$5225)

DID indicates difference-in-differences; ED, emergency department; IPTW, inverse probability of treatment weighting; PS, propensity score.

^a $P < .05$.

^b $P < .001$.