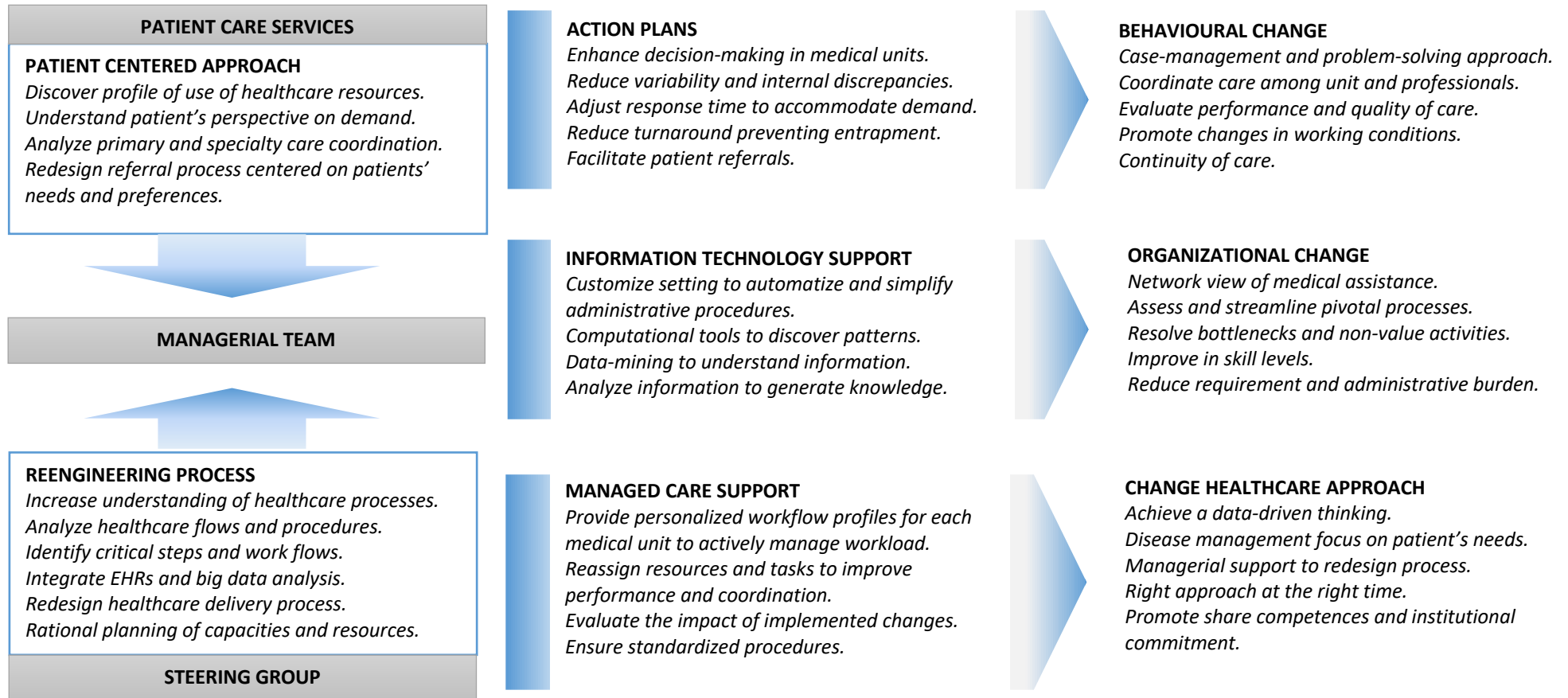


eAppendix Figure 1. Conceptual Framework for Integrating a Patient-Centered Approach and Reengineering Process



eAppendix Figure 2. A seasonal ARIMA model was progressively brought about with increased precision. Confidence intervals narrowed over time as the model provided more accurate forecasting of requests.

