Table 3: Delphi Panel Ranked Top 10 Barriers and Facilitators

CFIR Domain	CFIR Construct	B/F	Factor	Rank-ing*	Consensus^	Median~	Experts+
Outer Setting	Patient Needs & Resources	Facilitator	Convenience for patients to schedule appointments via our self-scheduling solution.	1	96%	5	92%
Inner Setting	Culture	Facilitator	Culture to improve access to care.	2	90%	5	88%
Intervention Characteristics	Relative Advantage	Facilitator	Advantage of patients being able to schedule, as compared to our access (call) center.	3	92%	5	74%
Intervention Characteristics	Complexity	Barrier	Scheduling workflows must be customized by specialty.	4	92%	4	73%
Characteristics of Individuals	Knowledge & Beliefs about the Intervention	Barrier	Providers are resistant to self-scheduling because they [providers] are too specialized.	5	92%	4	74%
Outer Setting	Peer Pressure	Facilitator	Necessary to be competitive in our market.	6	87%	5	73%
Inner Setting	Readiness for Implementation	Facilitator	Executive leaders are	7	87%	4	68%

	- Leadership Engagement		engaged in our solution.					of 1 most
Inner Setting	Readiness for Implementation - Leadership Engagement	Facilitator	Buy-in of leaders.	8	88%	5	74%	
Outer Setting	Patient Needs & Resources	Facilitator	Ease of use for patients to schedule appointments via our self-scheduling solution.	9	88%	4	80%	
Intervention Characteristics	Adaptability	Barrier	Variability about scheduling protocols across providers or specialties within a department.	10	90%	4.5	74%	

^Consensus represented by "4" (agree) or "5" (strongly agree)
~Median rating score using five-point Likert scale (5 represents strongly agree)
+Percent of expert panel ranking factor within the top 10.
Next 10 most highly rated determinants: providers are concerned about the loss of control (as it related to scheduling via self-scheduling), self-scheduling is a necessity, not a luxury, in the current environment; ability to set parameters regarding appropriate visit types for our self-scheduling solution; ability for the user to search by availability; and contactless experience for patients to schedule appointment via our self-scheduling solution.