Practices randomized to early or delayed intervention (n = 18)

Early intervention practices offer MOHR to patients (n = 300+)

- Number and characteristics of patients completing MOHR (Reach)
- Practices provide contextual and expenditure data (n = 9)
- All patients mailed the Patient Experience Survey (n = 300+)
- Analysis of survey responses (Effectiveness)

Months 3 to -7

Delayed intervention practices identify control cohort of patients (n = 300)

- Number and characteristics of patients completing MOHR (Reach)
- Practices provide contextual and expenditure data (n = 9)
- Control patients mailed the Patient Experience Survey (n = 300)
- Analysis of survey responses (Effectiveness)

Months 7-10

Delayed intervention practices offer MOHR to patients (n = 300+)

- Number and characteristics of patients completing MOHR (Reach)
- Delayed intervention practices provide contextual and expenditure data (n = 9)