Revitalizing the Patient Experience

Every Child Pediatrics

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A Mother’s Story

**Waiting Room**... waiting for the front desk and the medical assistant = 1 hour

**Exam Room**... waiting for the provider = 45 min

**After Visit Wrap Up**... waiting for shots, orders, education = 30 min
Our Desired Future

Every Child Pediatrics will optimize the time patients spend in our clinics.

- Decrease wait time
- Improve the patient experience
- Improve Staff Satisfaction & Efficiencies
- Increase patient access
Our Current State

• Complex patients require a lot of support from all levels of staff.

• Continuous multitasking limits the Medical Assistant’s ability to focus on a single patient/family.

• Underutilizing Clinician Capacity – Clinicians are assisting MAs instead of providing patient care.

• Long patient wait times.
How We Explored the Problem

To understand the patient visit experience we interviewed:
• 2 Patient Parents
• 6 Staff and leadership
• 2 Clinicians
Our User Story – Time!

“There is so much to do for every patient...it is hard to get it all done before the patient leaves clinic” – medical assistant

“I plan to spend all day here when I have an appointment” – parent

“I waited over 1 hour in the waiting room for a flu shot” – parent

“I didn’t know if they forgot about me or were just busy” – parent

“I stand around waiting for patients to be ready for me” – physician

“I do the MA tasks myself because I know my MA is too busy” – physician

“I plan to spend all day here when I have an appointment” – parent
What if...

We told you we had a solution that decreased our patients’ cycle time while improving staff efficiencies?
Our Approach

- Expand the Medical Assistant Role
- Decrease Patient Cycle Time
- Improve the Scope of Work & Capabilities of Care Team
Solution

2:1 Staffing Ratio

- Streamlined workflow
- Less redundancies by staff and providers.
- Potential for increased access of up to 100 additional patient appointments per week in our Aurora clinic.

2 Medical Assistants are assigned to 1 provider.
The Medical Assistants will stay with their assigned patient until end of the visit.
Decreased patient cycle time and increased Provider and Medical Assistant efficiency.
“It is still really new, but we can already appreciate some benefits and see the potential for improved efficiencies and a better patient experience!”

- Provider and MA team
Metrics for success

Qualitative:
- Patient and staff experience surveys

Quantitative:
- Time Studies on pilot and non pilot days
- Patient access report (retrospective)
Risk of Staying

• Ongoing long waits for patients and providers
• Overwhelmed MA’s and ongoing MA turnover
• Potential for negative clinical outcomes

Benefit of Changing

• Increased efficiency = Decreased patient time in office
• Increased patient and employee satisfaction
• Improved access for our patients
What we need from you

• 4 months to continue the pilot
• Maintain a trained and dedicated team of 2 MA’s to 1 provider throughout the pilot
• Data (visits, etc)
• Protected time for development and training
  • 8 hours/month
• Leadership support and ongoing engagement
A Mother’s Story Revisited...

Getting out of the clinic in under an hour ...

PRICELESS!!!
THANK YOU!

Jen, Carissa, Sophia & Daniela