PHLN Year 2 Project Aim

By August 1, 2019 we will implement Advanced Access Scheduling for the Medical and Behavioral Health Departments at both of our clinics.

Measures for Success

1. Reduce our TNAA from 81 days in Grass Valley and 70 days in Auburn to 3 days or less at both locations.
2. Develop a Recall system to ensure that patients do not fall through the cracks of our new scheduling system.
Changes

**Tested Changes**

- Backlog Reports
- Backlog reduction tactics
- Panel Capacity moderation
- Manual Patient Recall Alerts
- Automated Patient Recall
- Cyber Café learning sessions
- Appointment scheduling reminder cards
- Too many to list really...

**Implemented Changes**

- We implemented most of the things we tested.
- Everything we tested was adjusted and tweaked over time
- Many of the changes we made were in how we communicated the many changes we were implementing
Using Data for Improvement

- Backlog reduction
- TNAA
- Supply and Demand
- Continuity of Care
- No Show rate
- Panel Sizes
- Missed Opportunities
Strategies for Success

What strategies and tools helped us mitigate challenges and manage changes?

1. Project Guiding Team
2. Problem Specific Workgroups
3. Visual Data Displays to Track Progress
4. Multidisciplinary Group Presentations
Key Tools & Resources

Close Monitoring of Visit Supply Using a Detailed Report.

Scheduling Tip Sheets for Call Center Staff

Calculation of Real Panel Capacity to Help Monitor Panel Sizes
Next Steps

**Spreading**

- Devote more time and attention to our Behavior Health Program’s Advanced Access Scheduling Project
- Look at spreading into Psychiatry

**Sustaining**

- Advanced Access Scheduling takes constant monitoring of Supply and Demand to Sustain
Current Challenges or Barriers

**PROMPT:** What are the top one or two challenges you’re currently encountering that fellow PHLN-ers can help you with? *Is there a specific question, curiosity or frustration you would like to brainstorm with the people listening to/reading your storyboard presentation?*

1. What’s the best way to fill available appointment slots?

2. 