IMPROVING THE COMMUNICATION EXPERIENCE

INSTANT ACCESS

Presented by Benjamin, Erin, Kelly and Tona
On September 15, 2019, Stephanie needed nurse advice. She was pregnant and extremely nauseous. She just felt really bad. Stephanie was unable to get through to anyone to schedule an appointment using our phone system. Desperate, Stephanie went to Facebook and sent a message through the Messenger feature. This was not a quick or smooth process since this is not a normal communication tool with our patients. However, we were finally able to connect Stephanie with a Nurse to provide Triage and advice.
60% of calls are for something other than scheduling appointments.
WE ASPIRE TO

IMPROVE THE PATIENT EXPERIENCE THROUGH TIMELY COMMUNICATION

- Increased patient and staff satisfaction
- Decrease tasks
- Strengthen care teams
- Decrease clinical risk and organizational liability
WHAT IS HOLDING US BACK

- Patients can wait on hold for up to an hour
- Communication Center staff do not have access to the appropriate care team members at the right time
- Staff can not get to tasks timely
HOW WE EXPLORED THE PROBLEM

- Rampant inefficiencies exist
- Working in silos
- Barriers and workarounds
HERE’S WHAT WE LEARNED

FROM OUR PATIENTS

- The Portal Sucks
- Clone Michele
- Desire to utilize technology

FROM OUR CARE TEAMS

- The Portal Sucks
- Task and callback loop
- Uncertainty of who is doing the work and if it's being done
WE KNOW THERE IS A BETTER WAY!

SAME CALL RESOLUTION
Live care team available to answer patient needs in real time eliminating tasks before they begin.

ONLINE SCHEDULING
Allow patients to schedule appointments online and in a method that aligns with our continuity based care model.
IF WE DON'T DO THIS...

CLINICAL RISK
PATIENTS WILL LEAVE
STAFF WILL QUIT
FINANCIAL INSTABILITY

FAILURE TO FULFILL MISSION
WHAT WE NEED

COMMITMENT TO ONLINE SCHEDULING
PILOT TEAM & PROVIDER CHAMPION
SKYPE
SITE LEADERSHIP SUPPORT