

CommuniCare Health Centers



PHLN Year 2 Project Aim

By September 30, 2019, the CommuniCare Pilot Group optimize care team function and improve patient experience as measured by:

- Increase patient continuity* from 41.62% to 42.24%
- Improve patient ease of ability to make an appointment from 38.1% to 40%

*Continuity = patients seen by assigned PCP

**Ease of ability to make an appointment as indicated on Patient Satisfaction survey by patient selecting "excellent"



Changes

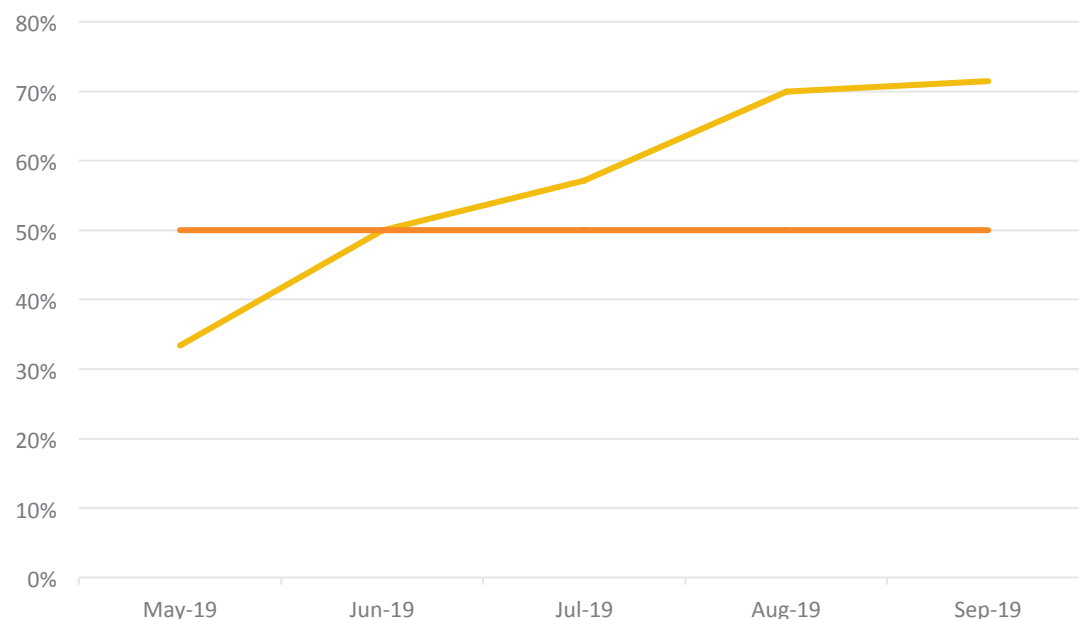
Tested Changes

- Co-location*
- In-coming calls
- PSR attendance at huddles
- Competency skills



Data Informed Improvement

Patient Experience: Ease of Making an Appointment



— Pt Exp. "Ease of making appt" % Excellent
— Target

Incoming Calls Patient Survey - 10/20/1

Patient Responses
<p>Question 1: We have been testing giving patients a direct line to call their care team for appointments or to ask questions. On a scale of 1 to 5 how satisfied are you have this option?</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5</p>
<p>Question 2: Any additional feedback: Appreciate a direct line; convenient. No phonetree.</p>
<p>Question 1: We have been testing giving patients a direct line to call their care team for appointments or to ask questions. On a scale of 1 to 5 how satisfied are you have this option?</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5</p>
<p>Question 2: Any additional feedback: Great option, quick responses. Easy to get clarification and efficient.</p>
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<p>Question 2: Any additional feedback: Thank you so much for calling back. It is easier and more convenient to call a direct line.</p>
<p>Question 1: We have been testing giving patients a direct line to call their care team for</p>

Strategies for Success

1

Human-centered Change Management

3

Co-location PDSA

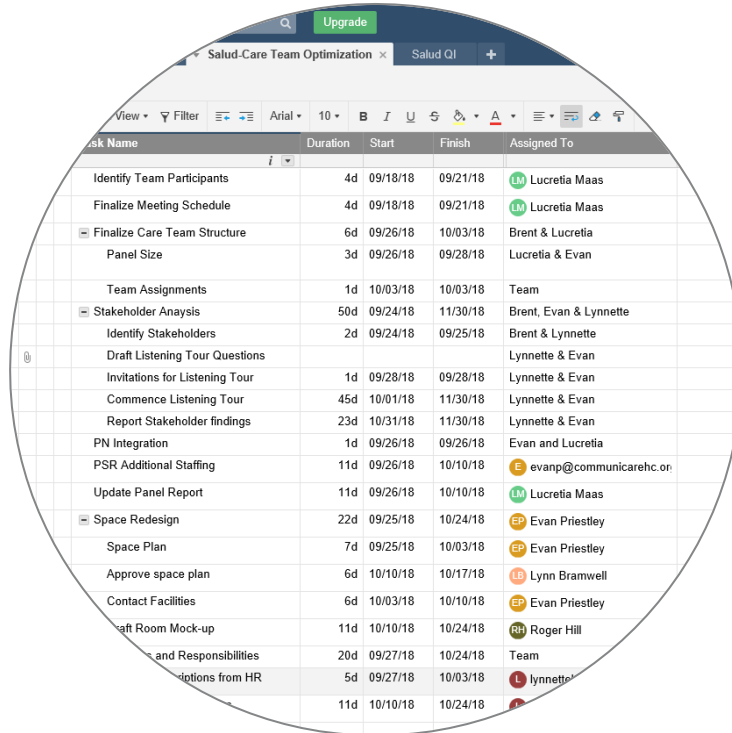
2

Management of Staff Turnover

4

Data Visibility

Key Tools & Resources



Task Name	Duration	Start	Finish	Assigned To
Identify Team Participants	4d	09/18/18	09/21/18	Lucretia Maas
Finalize Meeting Schedule	4d	09/18/18	09/21/18	Lucretia Maas
Finalize Care Team Structure	6d	09/26/18	10/03/18	Brent & Lucretia
Panel Size	3d	09/26/18	09/28/18	Lucretia & Evan
Team Assignments	1d	10/03/18	10/03/18	Team
Stakeholder Analysis	50d	09/24/18	11/30/18	Brent, Evan & Lynnette
Identify Stakeholders	2d	09/24/18	09/25/18	Brent & Lynnette
Draft Listening Tour Questions				Lynnette & Evan
Invitations for Listening Tour	1d	09/28/18	09/28/18	Lynnette & Evan
Commence Listening Tour	45d	10/01/18	11/30/18	Lynnette & Evan
Report Stakeholder findings	23d	10/31/18	11/30/18	Lynnette & Evan
PN Integration	1d	09/26/18	09/26/18	Evan and Lucretia
PSR Additional Staffing	11d	09/26/18	10/10/18	evanp@communiCarehc.org
Update Panel Report	11d	09/26/18	10/10/18	Lucretia Maas
Space Redesign	22d	09/25/18	10/24/18	Evan Priestley
Space Plan	7d	09/25/18	10/03/18	Evan Priestley
Approve space plan	6d	10/10/18	10/17/18	Lynn Bramwell
Contact Facilities	6d	10/03/18	10/10/18	Evan Priestley
Staff Room Mock-up	11d	10/10/18	10/24/18	Roger Hill
and Responsibilities	20d	09/27/18	10/24/18	Team
Options from HR	5d	09/27/18	10/03/18	Lynnette
	11d	10/10/18	10/24/18	

- Smart Sheet

Incoming Calls Patient Survey - 10/20/18

Patient Responses

Question 1: We have been testing giving patients a direct line to call their care team for appointments or to ask questions. On a scale of 1 to 5 how satisfied are you have this option?

☐ 2 ☐ 3 ☐ 4 ☒ 5

Question 2: Any additional feedback: *Appreciate a direct line; convenient. No phone tree.*

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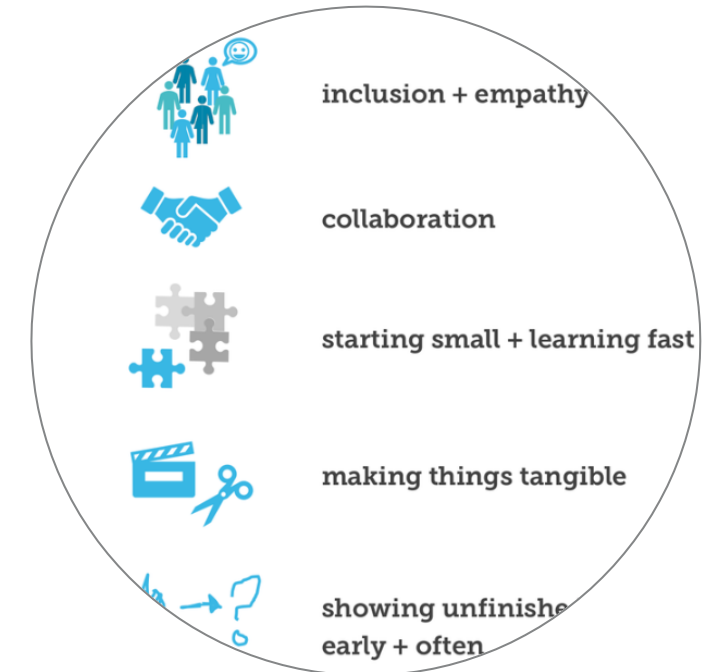
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Question 2: Any additional feedback: *Thank you so much for calling. It is easier and more convenient to call a direct line.*

Question 1: We have been testing giving patients a direct line to call their care team for

- Patient satisfaction survey



- Care Team Meetings

Next Steps

Spreading

- Add a second pilot team (Spanish speaking team)
- Hiring PSR position/tipping point for team-based v. registration coverage
- Online scheduling to decrease call volume

Sustaining

- Finalize Team Based PSR job description and run Payscale report
- Standardize clinic workflows that align front and back office communication and patient process

Current Challenges or Barriers

1

Transition support through tipping point

2

ROI proved through transition