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

<table>
<thead>
<tr>
<th>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 with this option?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1 □ 2 □ 3 □ 4 □ 5</td>
</tr>
</tbody>
</table>

Question 2: Any additional feedback: 

Appreciate a direct line.

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 with this option? |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1 □ 2 □ 3 □ 4 □ 5</td>
</tr>
</tbody>
</table>

Question 2: Any additional feedback: 

Convenient. No phone tree.

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 with this option? |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1 □ 2 □ 3 □ 4 □ 5</td>
</tr>
</tbody>
</table>

Question 2: Any additional feedback: 

Great option, quick responses.

Easier to get clarification and efficient.

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 with this option? |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1 □ 2 □ 3 □ 4 □ 5</td>
</tr>
</tbody>
</table>

Question 2: Any additional feedback: 

Thank you so much for calling back. 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 appointments or to ask questions. On a scale of 1 to 5 how satisfied are you with this option? |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1 □ 2 □ 3 □ 4 □ 5</td>
</tr>
</tbody>
</table>
Strategies for Success

1. Human-centered Change Management
2. Management of Staff Turnover
3. Co-location PDSA
4. Data Visibility
Key Tools & Resources

- Smart Sheet
- 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