



[Worksheet] Learning from Our Successes and Challenges

KP Transformation Accelerator: Mid-Atlantic Region

Organization Name: Family and Medical Counseling Service, Inc.

Project Aims: To increase the number of patients receiving care at the MD Site by 100% by December 2018.

1. What changes have you tried to help you achieve your aim?

For each change, please share whether you are still testing (change is being tested with a few patients and/or with a few providers, for example) or have implemented the change (you're doing the change most of the time with most patients and providers at the pilot site).

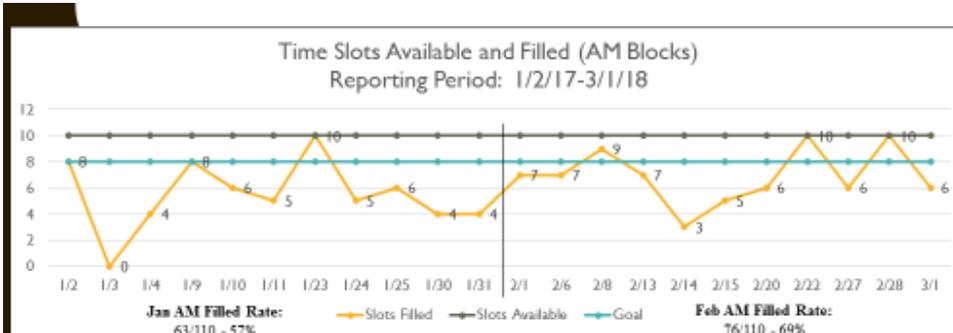
1. FMCS modified the medical scheduling template changing to a standard 20-minute slot for all appointments.
2. FMCS increased the hours that we are open at the MD slot by one hour.
3. FMCS put a system in place for monitoring number of available appointment each month in comparison to the number of filled appointments each month.
4. FMCS initiated a process for defining that care team roles and responsibilities.

2. What have you learned from doing these changes?

How are patients, staff, clinicians experiencing these changes? Please give us a glimpse of the data you have collected.

FMCS has learned several lessons as a result of program changes:

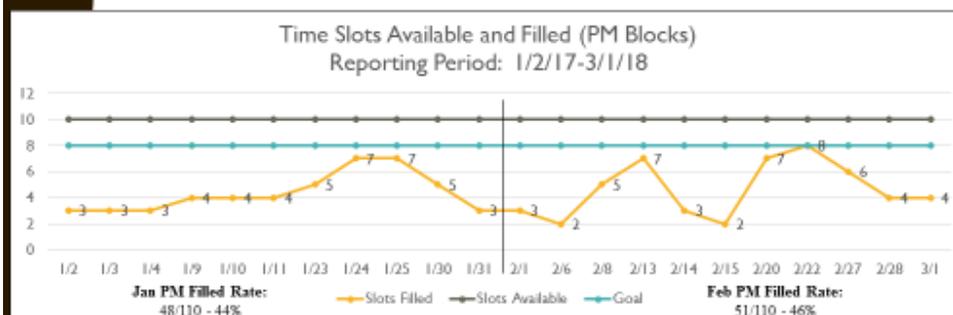
1. Patients in the service area seem to prefer the morning session.
2. The addition of the later hour in the evening has not yielded additional patient volume.
3. Staff are often unclear about the roles of all of the team members. This lack of understanding can be a source of divisiveness between members and negatively impact productivity and patient care.



**PRIMARY MEDICAL – MD
Slots Filled Report**

Summary

- Slots filled rate increased by 8% from January to February.
- Slots are more likely to be scheduled in the AM than the PM.



3. What are your top 2 challenges in achieving your aim?

1. The identification of a consultant to assist with development of stronger relationships with payers, hospitals and key stakeholders.
2. Remaining focused on the identified strategies and giving them time to work.

4. What do you want to learn from your peers to help you reach your aim?

Effective marketing strategies to engage the target community in preventive and treatment service.