

Redefining Access

The problem is:

Access is more than patients coming in for an appointment

Access is about patients getting the care and information they need

Patients expect their care needs to be met when they need them

Patients seek care in a variety of different ways (e.g., in person, virtually, online, etc.)

You need to know:

Different needs require different types of services

- Healthy patients typically desire convenience.
- Patients with urgent/emergent care needs, require timely access
- Patients with multiple chronic conditions or advanced illness require care coordination
- Set schedules may not meet patient needs

Source: AHRQ



Track your progress

Daily, count the patients you provided care to without them coming to the office.

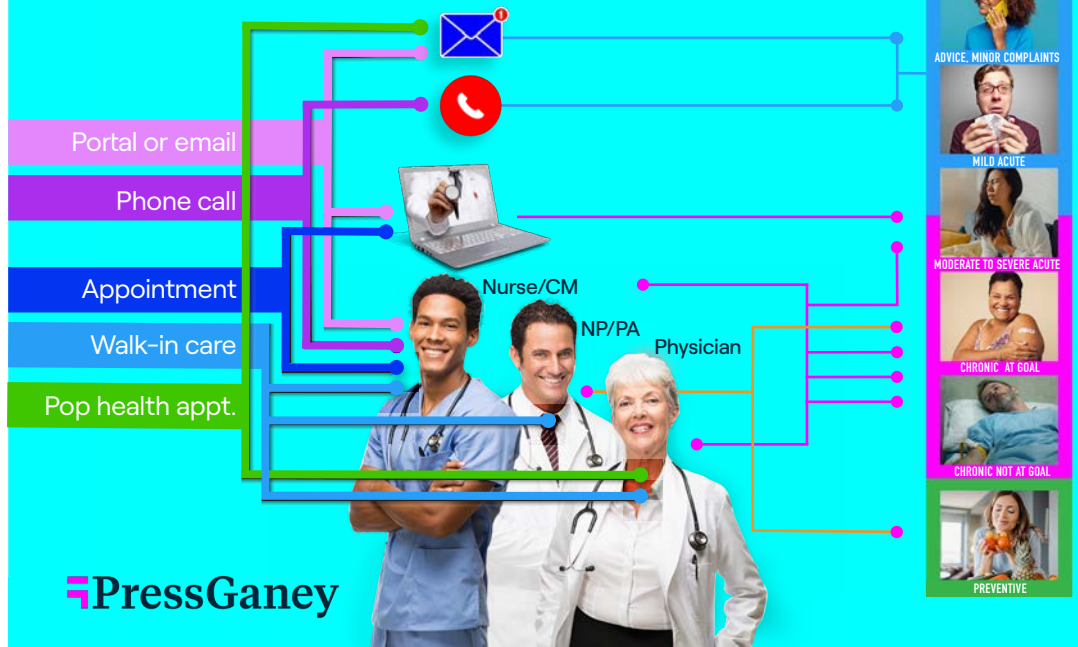
Daily, count how many minutes of provider time you saved because patients were cared for remotely.

Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.

Here's what you need to do...

ACCESS WORK FLOW



What do I need to do?



Teach patients how to access services

Get questions answered • Schedule appointments • Get medication refills • and more

The rule of 7

By providing information to your patients on a regular basis (at least seven times) you are building a trusting relationship and confidence

- Use brochures, marketing, portals, etc.
- Use signage and videos in waiting rooms
- Communicate online through website and social pages
- Have staff members communicate about access options when opportunities arise

Source: Forbes

Make it easy

Put yourself in the patients' shoes and make it easy for patients to do the right thing

- Offer proactive medication refills
- Share diagnostics timely
- Add electronic data to their EMR
- Coordinate care during regular visits
- Have and share ONE care plan with the team
- Extend hours to include nights and weekends
- Institute a 24/7 call line with nurse triage or medical decision maker
- Offer same day appointments and open access with the care team
- Maintain an open schedule after 2 pm
- Create a process for wait list and walk-ins

Consistent, every time

Save time, increase access and make appointments convenient

- Establish a process for handling phone and patient portal messages and share expected turnaround times
- Create portal education; how-to videos, 1:1 training with support staff, etc.
- Create portal/phone communication that answers patient questions
- Identify an individual or a team to triage all requests.
- Dedicate a time block each day to address all requests.