



Salem, Eileen and  
Sister Michaela

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# Dominican Pediatric Clinic

## Our team AIM is...

- ❑ Provide open access for acute care visits
- ❑ Decrease number of “walk in” visits
- ❑ Improve clinic work flow and scheduling efficiency
- ❑ Create clinic work teams



## Progress toward achieving our aim is measured by

- ❑ Collecting stats regarding need for same day appointments
- ❑ Staff and client surveys

# Our story...

Our clinic decided that open access would serve the clinic as well as our patients

- ❑ Created clinic QI team with MA, front office staff, and provider
- ❑ Care teams created (provider and MA)
- ❑ Schedules opened to allow for same day open access
- ❑ Initiated daily chart preview (scrubbing)

# Our story...

## Challenges encountered:

- ❑ Difficult to solidify team concept
- ❑ Scrubbing not done consistently
- ❑ Extra work load for front office

# What we achieved...

- Open Access allows 90 % of same day care to be delivered in the clinic
- Decreased time spent with telephone triage
- Patients satisfied to be seen quicker
- Fewer walk ins and fewer daytime ER visits

# Measured results...

- Staff survey 100% viewed open access as an improvement
- Patient survey:
  - 48 of 52 (92%) easier to access appointments over past 4 months
  - 43 of 52 (83%) easier to get through on phone over past 4 months

# Lessons learned...

- It really does only take 30 seconds to say yes.
- Change requires staff buy-in
- Improvements for the patients can also benefit the clinic staff as well

# Where we go from here...

- We are happy with results to this point and hope to continue to monitor and improve open access during the busier winter cold and flu season