
ADVANCED ACCESS

**Tools for Monitoring and Improving
Patient Access to Your Office**

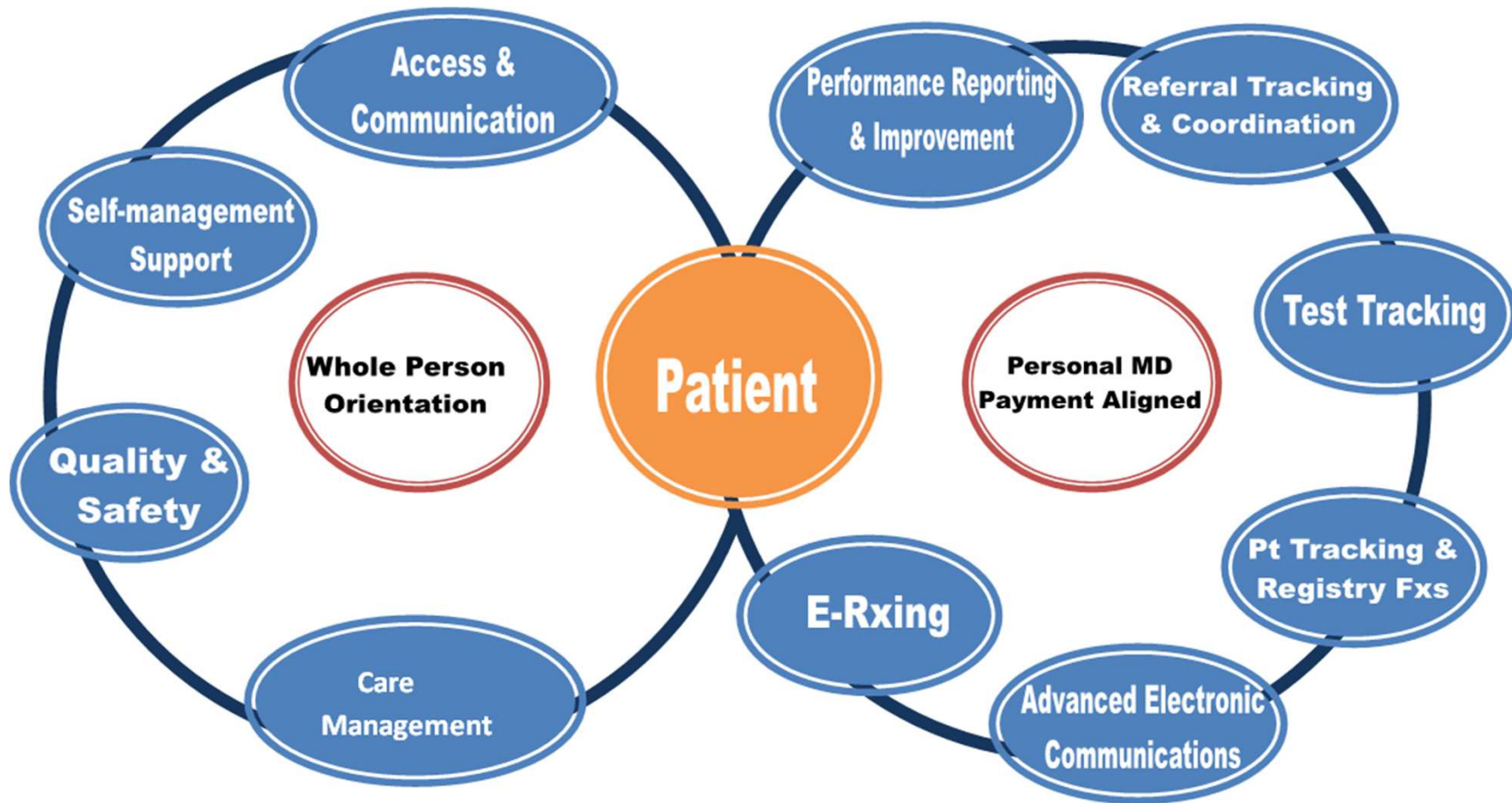


GOAL

“Happy patients, Happy doctors!”

**ALL PATIENTS
SEEN WITHIN 0-2 DAYS
OF REQUEST
REGARDLESS OF URGENCY!**

Patient Centered Medical Home



Reasons to Move to Advanced Access

- 1st Step to Patient Centered Medical Home
- Provide easy access for patients
- Increase patient satisfaction
- Improve continuity of care
- Decrease Emergency Dept usage
- Increase availability for new patients

Reasons to Move to Advanced Access

- Increase staff satisfaction
- Increase physician satisfaction
- Increase physician productivity
- Reduce no-show rates
- Increase revenue for you and the practice

TOOLS

Step 1 - Third Next Available Appointment (3NA)

- Instruct Office Managers to collect data
- Use data collection tool
- Graph with PMG Excel tool

Step 2 - Appointment Talley (track patients seen)

- Instruct Office Managers to track fill time of open appointments
- Graph with PMG Excel tool

INSTRUCTIONS FOR 3NA

- Choose the same day each week to monitor 3NA
- For each MD/PA in the practice review the appt schedule at the end of designated day
- Count the number of clinic days to the 3rd next available appointment (3NA) for a short visit and for a long visit

INSTRUCTIONS FOR 3NA, cont.

- Count a holiday if it occurs on a weekday
- Count regular clinic business days, even if the MD/NP is scheduled off
- Don't count Saturday, even if the office has some Saturday hours
- Two appts back to back count as one appt

3NA SPREADSHEET/GRAPH

- Enter Data on spreadsheet provided by PMG
- Enter data ONLY on the first worksheet,
“Data Table 3NA”
- Graphs will automatically populate
- Print and Post where the MDs/PAs can see the
graphs

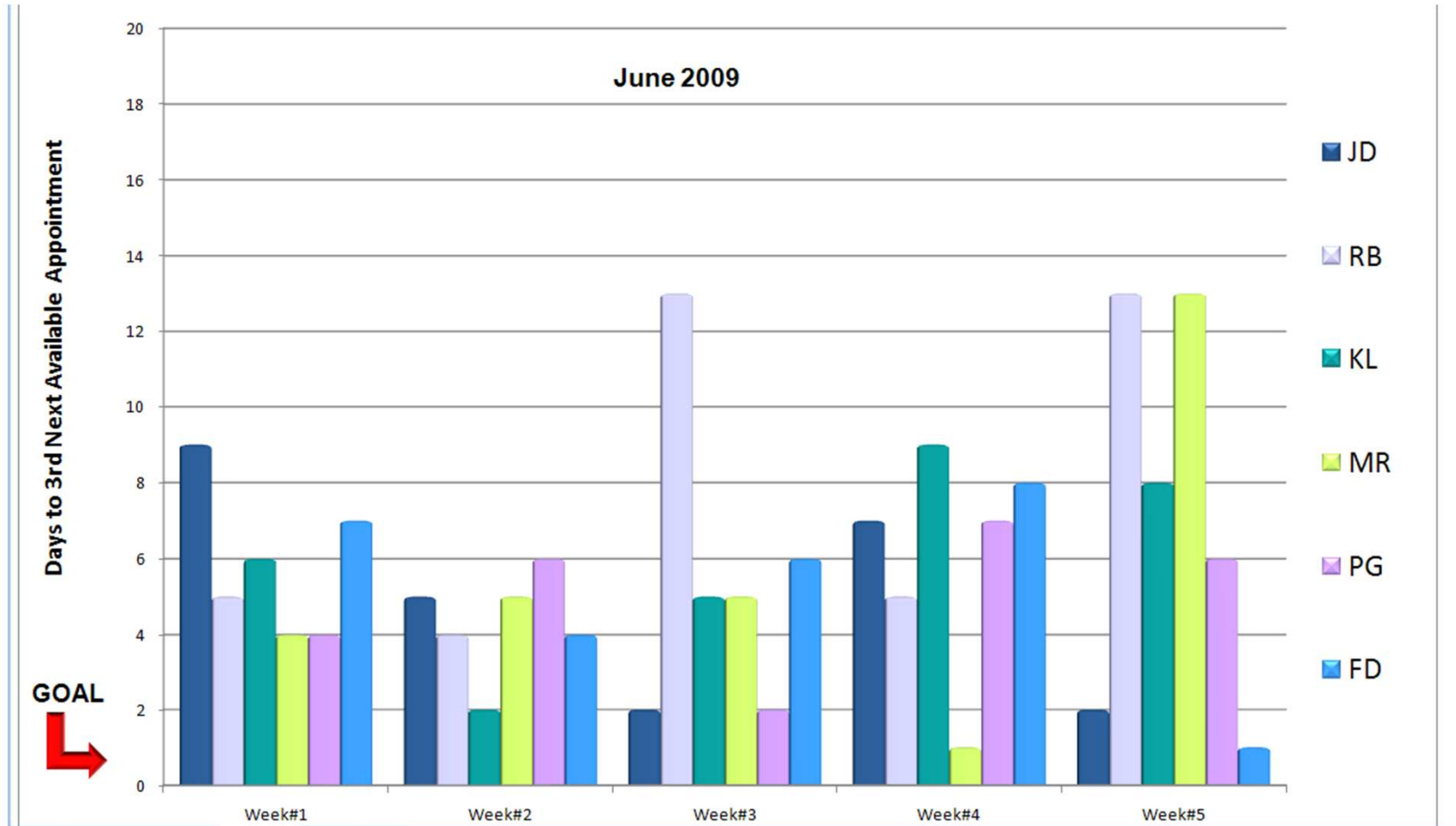
TOOL FOR COUNTING 3NA

Physician	2009					
		Week#1	Week#2	Week#3	Week#4	Week#5
	Date measured:	6/1	6/8	6/15	6/22	6/29
JD	long visit	15	6	5	6	5
	short visit	9	5	2	7	2
RB	long visit	6	12	9	2	10
	short visit	5	4	13	5	13
KL	long visit	9	12	10	13	1
	short visit	6	2	5	9	8
MR	long visit	14	6	7	2	11
	short visit	4	5	5	1	13
PG	long visit	12	9	9	11	11
	short visit	4	6	2	7	6
FD	long visit	16	12	5	11	7
	short visit	7	4	6	8	1

Page 1

3NA

Days to Third Next Available Appointment - Short Visit



GOAL for Tracking 3NA

- Office Managers track 3NA, print and post graphs
- MDs/PAs interpret graphs as applies to each of them and their team
- Adjust schedules to move to Advanced Access

Advanced Access

- Start by leaving 2-3 appointments open each ½ day for each provider
- Only fill these appointments same day
- Staff will record the time of day appts fill up and graph for you

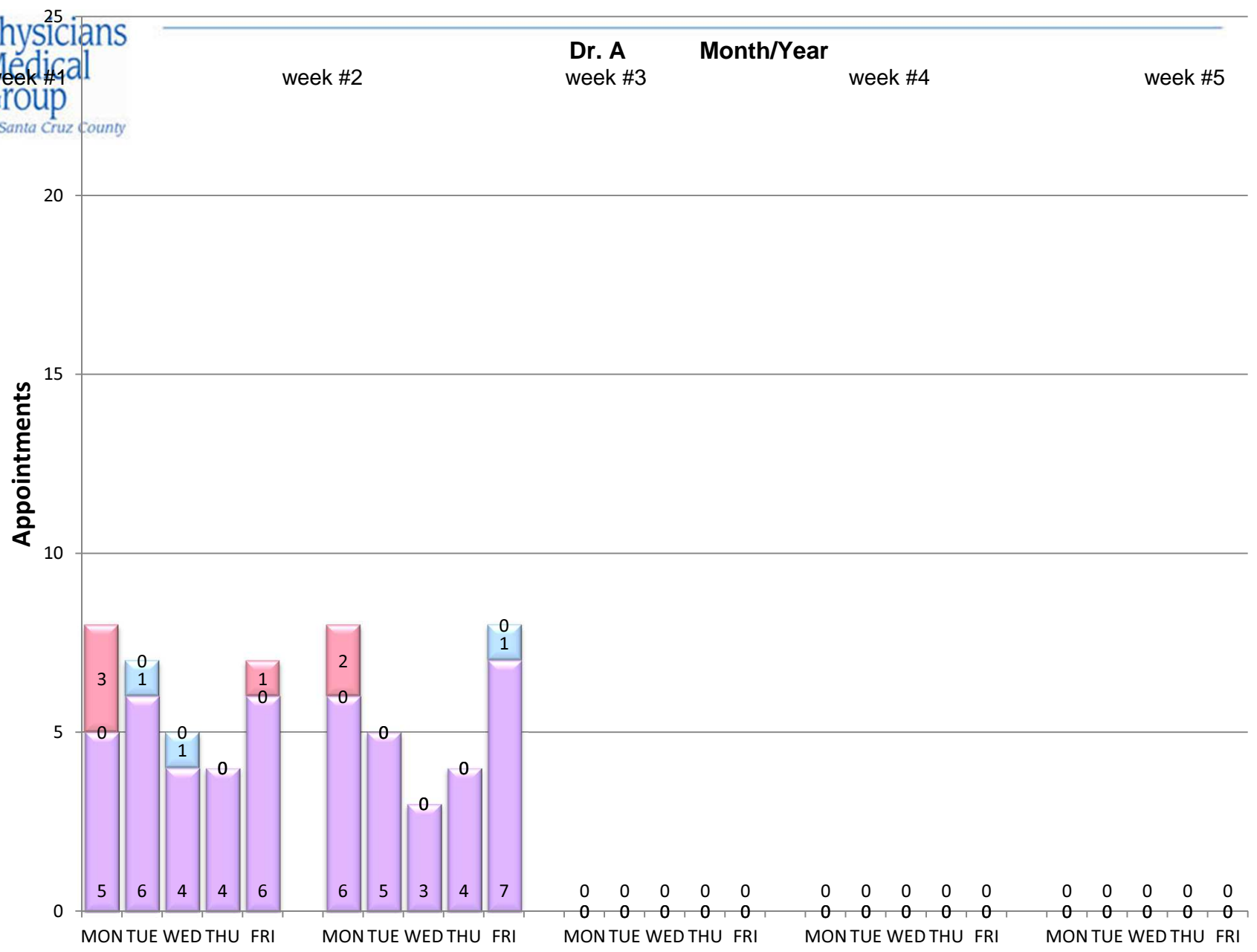
Increasing Access

- After one week add 2-3 more open appts/day for each provider
- If appts fill before 2:00 pm continue to leave more appts open each day
- Modify # of open appts based on day of week

Step 2 - Appointment Talley

- Track the time of day open appts are all booked for each provider
- Track double booked appts
- Track open slots not filled by end of day
- Graph with PMG Excel tool
- Determine if more open appts needed for each provider

OPEN APPTS GOAL



■ Open Appointments at Start of Day
 ■ Remained Unfilled
 ■ Double Booked Appointments

Advanced Access Goals

- Match Supply with Demand
- Influence patient demand
- Work down your backlog
- Reach your Goal of all patients seen with in
0-2 Days of Request
- Today's work done Today
- Happy patients and happy doctors

Advanced Access

is one giant step towards a

Patient Centered Medical Home