What is the Patient Access Center?

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Staff Council
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UI Patient Access Center

- The UI Patient Access Center (UI PAC) is a “contact” center that facilitates patient access and scheduling for UI Health Care outpatient services and also offers 24/7 access to nursing triage and the UI Consult, UI Access and UI Children’s phone lines.

- PAC scheduling operates from departmental guidelines created and maintained by the clinical departments.

- 100% of scheduling will never be performed by the PAC. To maximize the patient experience, return follow-up scheduling and coordination of care will continue to be done when the patient is present in clinic.
Who Uses UI PAC?

UI PAC Schedules for all locations UIHC, IRL, Community Clinics, Outreach for the departments listed

- Ophthalmology
- Orthopedics
- Pain Clinic
- Pediatric Specialty Clinics
- Plastics
- Psychiatry (Adult and Child)
- Surgery Specialty Clinic
- Sports Medicine and Rehab
- Urology
- Community Clinics/Outreach
- Women’s Health Clinic

- Center for Disabilities and Development
- Cosmetic Services
- Dermatology
- Digestive Disease Center
- Family Medicine
- Gen Internal Medicine
- Gen Pediatrics
- Heart and Vascular Center
- Holden Comprehensive Cancer Center
- Medicine Specialty Clinics
- Neurology

* UI PAC does not schedule for Dentistry, Neurosurgery, Radiation Oncology and Radiology
UI Patient Access Center

- UI PAC/ICC Staffing
  - 119 FTE Schedulers/Hourly/Patient Access Specialists
  - 15 Call Center Clerical -Integrated Call Center
  - 9 Call Center RN’s -Integrated Call Center
  - 26 Non-Scheduling
    - Quality
    - Training
    - Template Team
    - Operations Managers
    - HR
    - Office Support

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UI Patient Access Center

• Scheduling/Customer Service
  – Schedule incoming calls, orders and referrals from workqueues, orders/messages from in-baskets
  – Answer and direct centralized non-specified phone lines: UI Consult, UI Patient Access and Children’s Hospital

• Types of scheduling
  – Offsite, IRL and UIHC location scheduling
  – New/Return Patient Scheduling
  – Primary Care and Subspecialty Scheduling
  – Cadence Based Procedure Scheduling
  – Diagnostic Testing (if applicable)

• The PAC does not schedule Main OR or ASC cases
UI Patient Access Center

• Training Team
  – Onboarding Phased Program including in clinic learning
  – Supplemental, Refresher Training for the PAC and the FOL
  – Leadership Development Courses

• Centralized Template Management Team
  – Design and build new provider schedules at the request of the department
  – Maintenance and optimization of current provider templates with provider capacity management and simplified access for patients as the driving goal

• Quality and Reporting team
  – Phone Monitoring – all calls recorded
  – 10 randomized calls per agent per month reviewed/scored
  – Scheduling Variance Tracking
  – Compliance auditing (Infection Control Screening)
UI Patient Access Center

- Benefits of being in the UI PAC? Access Optimization Projects!
  - Access to the services provided by the Training, Template and Quality Teams
  - Expanded Hours and Services (DOC, UPH Partners, OON Redirection, etc.)
  - MyChart Patient Fast Pass and Wait List
  - Provider Referral Workflows and Optimizations with Triage
  - MyChart Direct Scheduling
  - Appointment Reminders, Appointment Recalls and Optimizations
  - Outside Records Optimization
  - Facilitated Access Projects
    - UI Choice workflows
    - Hy-Vee
    - Inpt and ED follow-up visit scheduling
UI Patient Access Center

Yellow = appointment volume growth

Red = Scheduling FTE counts

Grey = Ancillary Teams FTE counts

Blue = Integrated Services FTE counts
UI Patient Access Center

Yellow = Incoming phone call volume growth

Red = Scheduling FTE counts

Grey = Ancillary Teams FTE counts

Blue = Integrated Services FTE counts
UI Patient Access Center

Description: How many seconds it takes for a call to be answered
Goal: 80% of calls will be answered in less than 30 seconds

Description: Percentage of abandoned calls
Goal: <5% of calls are abandoned
The UI PAC has an open SharePoint for all UI Health Care users to reference. The Scheduling Resources button has our scheduling guidelines/resources that are provided to us by the clinic.
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Monthly, UI PAC meets with each clinic and reviews various reports to ensure continued progress is being made in regards to patient access.
Efficiencies in Patient Access
UI PAC and MyChart promote efficiencies to access at UI Health Care through automation.
MyChart Direct Scheduling

Patient Access Center Update

Patients self-schedule appointments directly into our system via MyChart and MyChart mobile

Departments currently offering Direct Scheduling

- General Peds
- General IM
- Family Practice
- Community Clinics
- Outreach Clinics
- Student Health
- Medicine Specialty Clinics
- Dermatology
- Digestive Disease Center
- Otolaryngology
- Flu Shot Clinics (IRL/Main)
- Mammography
- Radiation Oncology
- Center for Disabilities
- Ophthalmology
- Heart & Vascular Clinic
- Women's Health Clinics

Previous 12 weeks:
Total # of Appts Scheduled: 1006
- % of All Appts: 0.3%
- % No Show rate: 2.8%
- % Non- MyChart No Show Rate for Returns: 5.6%
Automated Reminders

Patient Access Center Update

- Real Time Notifications via MyChart, E-mail
  - Scheduled, Cancel and No-show events

- Interactive Text, Email and Phone Options- Late 2016
  - Cancel and confirm options for Text and Email Reminders
  - Automated into our Epic System

- Additional Language Options - April 2017
  - Full Spanish Translations in all formats
  - Taglines directing patients to translation services in 21 languages

- Interactive Option to Reschedule in Real Time - December 5, 2017
MyChart Fast Pass Update

Patient Access Center Update

Automatically offers earlier appointment times to patients on the wait list by sending an offer to a patient via MyChart and MyChart Mobile

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<th>Fast Pass Encounter Offers 04/01/16 – 03/04/2019</th>
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<td><strong>Encounters Offered</strong></td>
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<tr>
<td><strong>Offers Accepted</strong></td>
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Statistics since go-live April, 2016

- 102,398 offers have been sent out for 21,865 encounters
- 54 days = average gain in appt lead time
- 40.3% encounter acceptance rate
- UI Choice patients offered priority for wait list offers
eCheck-In via MyChart

Patient Access Center Update

Allows patients to complete all check-in/registration items and health history questionnaires online up to 5 days prior to a visit.


• 120,207 visits have used eCheck-In

• 7,774 Copayments Collected

• 19,135 Signed Documents Submitted

• 67,307 Pre-Visit Questionnaires Completed
Staff Satisfaction Data
UI PAC Annual Employee Engagement Survey

Since 2015 UI PAC has held an annual staff survey to measure progress in Staff Engagement. Effective this year, we will begin alternating years for this survey opposite the Working at Iowa Survey.

Highest levels of improvement from last year

- “My direct supervisor has the skills necessary to lead effectively” – Up 33% over last year
- “My direct supervisor effectively addresses poor performance” – Up 32% over last year
- “My direct supervisor makes sure we have measurable goals aligned with our performance objectives” – Up 30% over last year
- “My direct supervisor in the UI PAC recognizes strong job performance” – Up 28% over last year

Highest levels of decline from last year

- “UI Health Care’s fiscal well-being is stable” - Down 18% over last year
- “We have enough staff to provide high-quality customer service” – Down 13% over last year
- “UI PAC is focused on becoming a better place to work” – Down 6% over last year
- “The UI PAC operates in a socially responsible manner” – Down 4% over last year
Working at Iowa Survey

Strengths

Q2: I receive work feedback regularly

Q4: My supervisor acknowledges my good work

Q16: Understand how job fits overall mission of UI

Areas for Improvement

Q9: My unit distributes workloads fairly

Q10: My unit supports work and personal life

According to the overall feedback of the 2 surveys, the raw comments on the survey, and the focus group results, the following areas have been identified for focus for the upcoming Staff Engagement and Enrichment Projects (SEEP):

*Work from Home  *Creative Staffing  *Quality Assurance
Patient Satisfaction Data
Press Ganey Access to Care Top Box Scores

Patient Access Center Update

Surveys received from July 2015 thru January 2019
Press Ganey Access to Care Top Box Scores

Patient Access Center Update

Surveys received from July 2015 thru January 2019
Press Ganey Access to Care Top Box Scores
Patient Access Center Update

Surveys received from July 2015 thru January 2019
Questions