Enhancing Patient Access in Ambulatory Pediatric Sub-specialty Care

Patient Experience Summit
Transforming Healthcare through Empathy and Innovation
Cleveland Convention Center
May 21, 2014

Paul Rosen, MD
Martha Parra, MSN, RN
Agenda

- Organizational Commitment
- Phase 1 – Five day access for new patients
- Phase 2 – Improving the access experience
- Phase 3 – Beyond 2014
Nemours True North

“Help me receive exactly the care I need and want, how and when I need and want it.”

NEMOURS TRUE NORTH METRICS

<table>
<thead>
<tr>
<th>Child &amp; Family Experience</th>
<th>Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality &amp; Safety</td>
<td>Error-Free; Perfect Care</td>
</tr>
<tr>
<td>Delivery</td>
<td>No Delays</td>
</tr>
<tr>
<td>Cost</td>
<td>Achieve Greatest Value at Lowest Cost</td>
</tr>
<tr>
<td>People</td>
<td>100% Engagement</td>
</tr>
</tbody>
</table>
Phase 1 – New Patient Access

- **Why**
  - Our patients; timely care
  - A market differentiator

- **How**
  - Templates
  - Clinic sessions
  - Clinic cancellations
  - Access Pediatrician

- **What**
  - 6-8 weeks for new patient appointments
  - 80% new patient access in 5 days
Phase 2 – Improving Experience

- **Why**
  - Improve the experience
  - Family feedback

- **How**
  - Evening and weekend hours
  - On-line scheduling
  - Eliminating handoffs in registration and scheduling
  - Complex Scheduling
  - Text Messaging

- **What**
  - Patient Satisfaction
<table>
<thead>
<tr>
<th>Metrics</th>
<th>Baseline</th>
<th>Target</th>
<th>Result</th>
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</thead>
<tbody>
<tr>
<td><strong>Key Performance Indicators:</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Patient Satisfaction</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ease of scheduling for GI and Neurology</td>
<td>54.7% (3Qtr 2012 &amp; Jan 2013)</td>
<td>80%</td>
<td><strong>61.9 % Top Box</strong></td>
</tr>
<tr>
<td><strong>Process Lead Time</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• From incoming call to appointment scheduled</td>
<td>6:13 minutes</td>
<td>3 minutes</td>
<td><strong>3.02 minutes</strong></td>
</tr>
<tr>
<td><strong>Courtesy of Associate</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• AIDET using CALABRIO</td>
<td>80%</td>
<td>90%</td>
<td><strong>91% to 96%</strong></td>
</tr>
<tr>
<td><strong>Average Call Abandonment Rate in the Pilot</strong></td>
<td>N/A</td>
<td>&lt; 5%</td>
<td><strong>1.5%</strong></td>
</tr>
<tr>
<td>(Industry Benchmark &lt;5%)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Average Speed to Answer in the Pilot</strong></td>
<td>:20 seconds</td>
<td>&lt; 20 seconds</td>
<td><strong>10.2 seconds</strong></td>
</tr>
<tr>
<td>(Industry Benchmark &lt;30sec)</td>
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</table>
Convenience of Office Hours

**% of Divisions with Non-Traditional Hours - Before the Access Initiative**

- Offering: 21%
- Not Offering: 79%

**% of Divisions with Non-Traditional Hours - After the Access Initiative**

- Offering: 75%
- Not Offering: 25%
Phase 3 – Beyond 2014

- **Why**
  - Our patients and families

- **How**
  - The Nemours Access Center
  - Single accountable leader
  - Standard work
  - Training and quality
  - Complete on-line scheduling
  - Focus on access standards

- **What**
  - True North
What Makes a Difference?

- Leadership support
- HR Business Partner
- Service Champions
- Daily Huddles
- Visibility Boards
- Standards of Behavior
Service Champions

Making a Difference for Children & Families

TO: Service Champions

FROM: Jim Burrows, Director – Service Excellence

Please join us on Thursday, May 22, 2014 for the next skills lab. You can register in Nemours University for one of three sessions. Links below will help navigate your registration progress. Please note that there is a maximum seating of 20 for each session.

TYPE: Frontline Staff Training Course

- Define affective communication
- Understand components of effective listening
- Understand how emotional awareness may improve effective communication

DATE: Thursday, May 22, 2014

LOCATION: Lecture Hall

TIME:
- Session I: 7:30 am to 8:30 am
- Session II: 10:00 am – 11:00 am
- Session III: 12:00 pm – 1:00 pm

Registration: Nemours University (above links)

If you have any questions, please feel free to call me @ 53 7456.
“A journey of a thousand miles begins with a single step.”

Lao-tzu, Chinese philosopher (604 BC - 531 BC)