

HEALTH PARTNERS PLANS

Patient Experience | Access Redesign



The quality of access is critical to the health of your patients and the success of your health center. Patients with urgent medical conditions, as well as those with non-urgent conditions, want timely and convenient access to their providers. Improving appointment availability, reducing time spent waiting at your health center, and rapid responses to clinical questions are all part of access. Patient satisfaction, and ultimately provider satisfaction, is enhanced by improving access.

			PROJECT GOALS
<p>Third Next Available Appointment (TNAA)</p> 	<p>How long do your patients typically wait before receiving an appointment they requested?</p>	<p>Patients are seen within 3 weeks for routine care and within 24 hours for urgent care.</p>	
<p>Same Day Appointments</p> 	<p>How many appointment slots are actively reserved for same day use? How many patients that request to be seen on the same day are actually seen?</p>	<p>Up to 30% of daily schedule is reserved for same day appointment demand.</p>	
<p>Cycle Time</p> 	<p>How much time does the patient spend in your office beginning from their initial arrival?</p>	<p>The complete visit is 45 minutes in length with no more than 30 minutes of idle time.</p>	
<p>No-Show Rate</p> 	<p>How frequently do your patients not show up for their appointments (not including cancellations or rescheduled appointments)?</p>	<p>No-shows make up less than 10-15% of total scheduled appointments.</p>	
<p>Provider Capacity Utilized</p> 	<p>How many provider appointment slots result in completed visits with patients?</p>	<p>90% of provider's appointment capacity is utilized.</p>	
<p>Telephone Availability</p> 	<p>What is your standard for responding to clinical advice calls by a provider, during and after hours?</p>	<p>Patients can request clinical advice via telephone 24 hours a day, 7 days a week.</p>	