

Wave 6 Advanced Access, Efficiency & Chronic Disease Management in Primary Care Quality Improvement - Tree Diagram

What are we trying to accomplish?	How will we know that a change is an improvement?	What specific changes can we make that will result in improvement? *
<p>Advanced Access and Efficiency:</p> <p>Improvement in access to primary care and efficiency in the delivery of primary care will be realized within six months during participation in the Learning Community Wave 6, Access, Efficiency and Chronic Disease Management in Primary Care.</p>	<p>Objective: To improve patient access to their primary care provider.</p> <ul style="list-style-type: none"> • Third next available appointment – the average number of days to the third next available routine appointment. Goal: patients will wait less than one day for the third next available routine appointment. • Continuity of care – % of patients from a multi-provider practice who see their own provider at each visit instead of another provider of the same discipline. Goal: 85% of patients from a multi-provider practice will see their own provider at each visit instead of another provider of the same discipline within the clinic. • Optional measure – interested teams may measure the patient experience with access to care & care delivery 	<p>Change Concepts:</p> <ul style="list-style-type: none"> • Understand and balance supply and demand • Increase the supply of visits • Reduce demand for visits • Reduce appointment types and times • Reduce backlog • Develop contingency plans
<p>Chronic Disease Management:</p> <p>Using practice assessment tools, primary care teams will identify chronic disease management improvement opportunities during the final three months of Wave 6.</p>	<p>Objective: To improve the efficiency of primary care delivery.</p> <ul style="list-style-type: none"> • Cycle time – the average duration of a patient office visit. Goal: patient office visit duration will be <60 minutes in length from patient arrival to departure. • Red zone time – the average percentage of the office visit time patients spend with the care team. Goal: patients will spend >50% of the office visit in face to face contact with the care team (e.g., family physician, nurse practitioner, registered nurse). 	<p>Change Concepts:</p> <ul style="list-style-type: none"> • Balance supply and demand of non-appointment work • Synchronize patient, provider, information, room and equipment • Anticipate and predict patient needs • Optimize rooms, staff and equipment • Manage constraints • Eliminate waste
	<p>Objective: To identify improvement opportunities for chronic disease management.</p> <ul style="list-style-type: none"> • Identify their patient population with chronic diseases • Identify two areas for improvement for their practice 	<p>*A complete list of access and efficiency change ideas are listed in the <i>Advanced Access and Efficiency for Primary Care Workbook</i></p>