

ADVANCED ACCESS – SAME DAY NEXT DAY PHYSICIAN ACCESS

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ST. MICHAEL'S HOSPITAL ACADEMIC FAMILY HEALTH TEAM

PURPOSE

- St. Michael's Hospital Academic Family Health Team is made up of five primary care clinics
- There are 60 physicians within this department and more than 32,000 rostered patients
- For the last three years, there has been an attempt to implement Advanced Access across the department with little success

Advanced Access is a training and implementation process for reengineering clinic practices so patients can see a physician or other primary care practitioner at a time and date that is convenient for them

- This project will focus on why moving toward an advanced access philosophy is important

BACKGROUND

- Research shows that access to primary care is associated with good population health outcomes. In Canada, most patients are attached to a primary care doctor.¹
- Unfortunately, many have difficulty accessing their doctor in a timely way when they are sick and need care urgently.
- A recent study by Glazier and Colleagues found that fewer than 50% of patients were able to get a same or next day appointment with their primary care physician in Ontario.²

ASSESSMENT & ANALYSIS OF THE PROBLEM

- Patients are unable to get appointments when they need them and when they are convenient
- Physicians are lacking the time and energy required to keep up with a schedule that continually falls behind and has no organization
- Resident teaching and supervision use up a significant number of appointments



Ontario's Action Plan for Health Care – One Year Progress Report

- **Faster Access and a Stronger Link to Family Health Care**
- Local Integration and Family Health Care at the Centre of the System
- **Faster Access and Focus on Quality in Family Health Care**
- Enhancing benefits for patients under new Physician Services Agreement with: Better access to virtual care through telemedicine initiatives, e-consults and virtual connections between family doctors and specialists
- Expansion of Quality Improvement Plans to primary care
- Increasing after-hours access to family health care providers³




STRATEGIES FOR CHANGE

- Provide physicians with actual data that advanced access is achievable, resulting in effective delivery of healthcare
- Demonstrate how to move from the traditional model to the advanced access model
- Create an environment that celebrates these new philosophies

PROPOSED CHANGE BUNDLE

Step One Huddles
Before each clinic begins the MD and RN will meet quickly to organize the days appointments.

Step Two Appointment Types
The MD RN and Clerical will work together to document appointment types as well as the appointment details by educating the patients to use the correct language for booking and making the extra effort to complete the task at the time of booking.

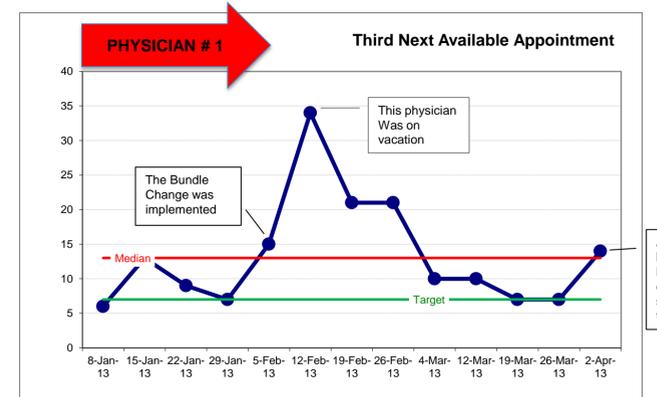
Step Three Planning ahead
Each MD will be in charge of looking ahead in their schedule by four to eight weeks. This will allow for changes to be made if needed and to add time if necessary.

MEASURES

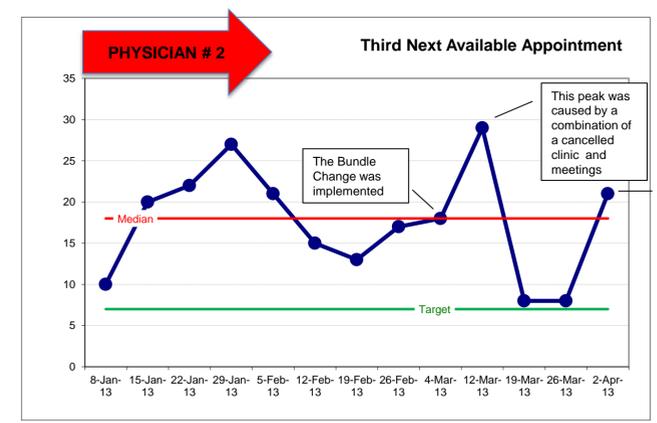
- Supply } Lead Processes
- Demand }
- Backlog = Demand ÷ Number of Daily Appointments
- ★ Number of days to 3rd appointment - Outcome
- Physician satisfaction – Counter Balance



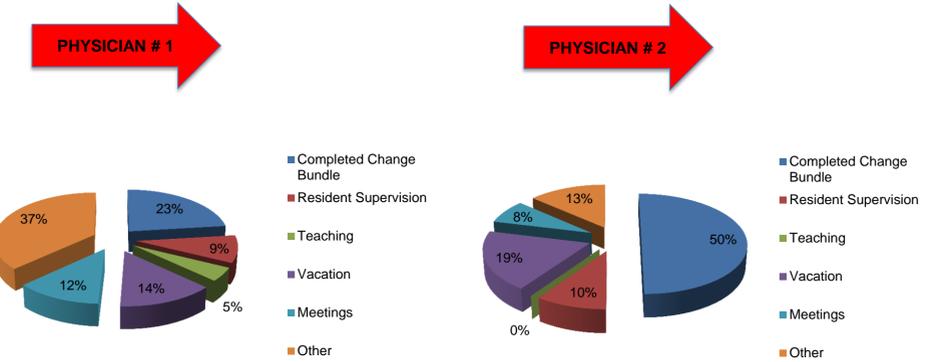
OUTCOMES



A series of hospital meetings meant the cancellation of several clinics for this physician



This physician Was on vacation



EFFECTS OF CHANGE

- Creation of a series of educational pieces for physicians to begin their access journey
- Piloting a retreat used to strengthen the team while helping to develop a wider understanding of each others roles and how they can better collaborate
- Monthly quality improvement meetings with lead quality improvement clerical to spread tested ideas

LESSONS LEARNED

- Make sure the measures to be used are in place before you begin
- Plan ahead for after your supply and demand to make sure you have space to add appointments when you are done
- Plan small

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References
¹ http://www.cfhi-fcass.ca/Libraries/Primary_Healthcare11498_PHC_Katz_ENGFINAL.sflb.ashx
² <http://www.cqco.ca/common/pages/UserFile.aspx?fileId=250511>
³ http://www.health.gov.on.ca/en/ms/ecfa/healthy_change/docs/progress_healthychange_en.pdf

