

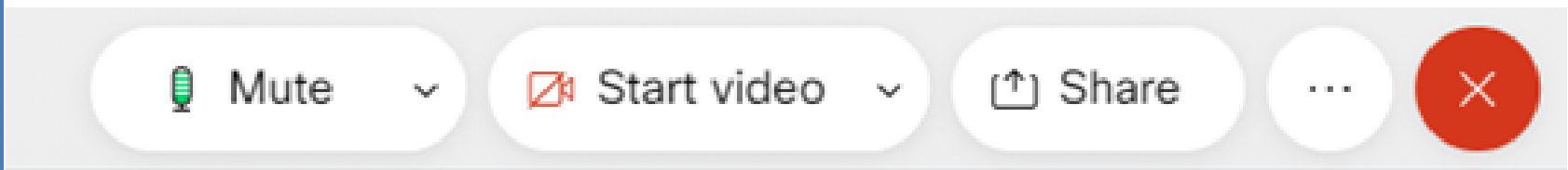
*Thank you for joining. Our presentation  
will start soon.*

*\*\*Please introduce yourself in the chat\*\**

# Practice Transformation Webinar Series Session 2

Identifying Your Patients and  
Enhanced Access to Care

# Muting and Unmuting Audio



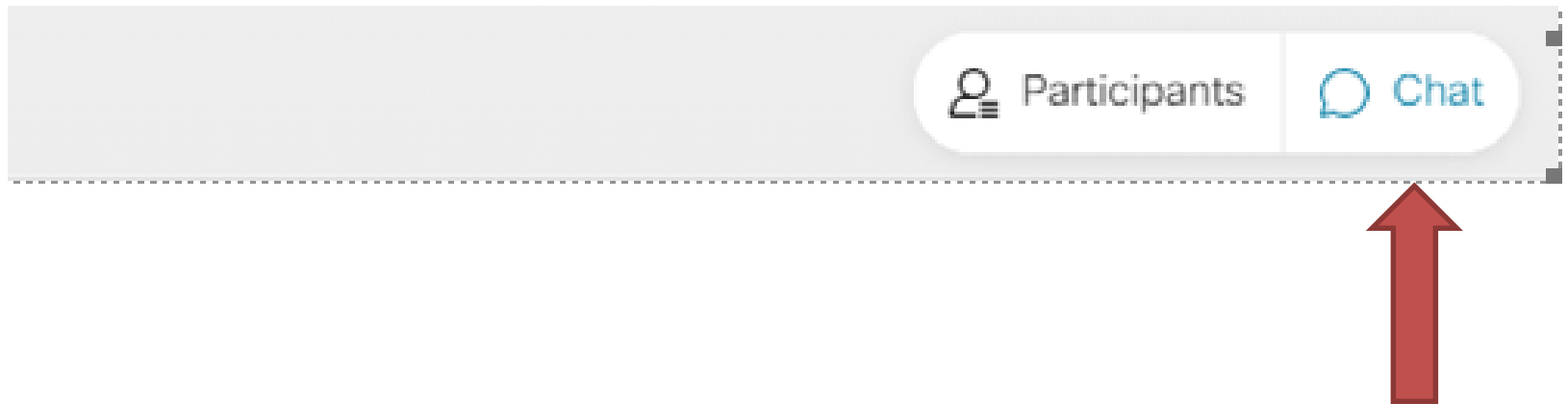
To mute your audio, click the microphone icon at the bottom of your screen (icon will turn red).

To unmute, click the microphone icon again.

If your icon is green, you are unmuted.

# Chat Panel

Click on the “chat” icon at the bottom right of your screen to open the chat panel



To send a question or comment:

1. Select “Everyone” from the **To:** dropdown list
2. Click in the chat box and type a question or comment
3. Click **Enter**

# About this Webinar Series

- Five 30 minute sessions
- Cover 1-2 foundational elements of practice transformation in each session
- Tailored to small practices with limited resources
- Designed for you to take small steps at a time

# Steps in Practice Transformation

- ***Identify your patients***
- ***Provide enhanced access to care***
- Utilize care management services for high-risk patients
- Use team-based care to improve care delivery
- Improve collaboration with other providers
- Engage patients in their care
- Leverage data to drive improvement activities

**Better  
Outcomes**



**Lower  
Cost**

While improving patient and provider experience

# Definitions

- **Active patients:** Patients who received primary care at your practice looking back over a given period, usually 18-36 months.
- **Empanelment:** A series of processes that assign each active patient to a practitioner and/or care team, with consideration of patient and caregiver preferences.
- **Access to care:** Ability to reach a member of the care team after hours to avert a possible ED visit.



# IDENTIFYING YOUR PATIENTS

# Why is this important?



## Identify patients

- Who are my patients?
- Which provider cares for those patients?
- Who will outreach to them if they need it?

# Steps to Implementation

- Active patients
  - Establish “look-back” period.
  - How many visits constitute an “active” patient?
- Empanelment
  - Run a list of your patients and their PCP.
    - Do any patients have an empty field?
  - Establish a process to verify PCP with patients.
  - Establish a plan to reach out to patients who don’t have a PCP listed.



# Empanelment Report

Account No.	Patient Name	Empaneled Provider	Last Appointment	Appointment Reason	Appointment provider
10009	Mouse, Mickey	Hutchinson, M.	10/10/2019	Follow-up Visit	Hutchison, M.
10019	Smith, Mary	Cole, J.	5/7/2020	Follow-up Visit	Cole, J.
10039	Doe, Susie	Warren, J.	10/21/2018	Sick Visit	Cole, J.
10040	Jones, Tammy	Hutchinson, M.	5/27/2019	Office Visit	Warren, J.
10059	Duck, Donald		7/25/2020	Office Visit	Hutchinson, M.
10442	Doe, John	Hutchinson, M.	1/4/2019	Office Visit	Hutchinson, M.
14987	White, Snow		12/20/2018	Sick Visit	Warren, J.
15897	Dwarf, Grumpy	Cole, J	1/5/2019	Office Visit	Cole, J.

# Measuring Success

- Determine the percentage of patients with an assigned PCP when you run your first report
- Implement a strategy to improve the rate of patients with a designated PCP
- Recalculate in 3-6 months after improvement strategy is implemented

# ACCESS TO CARE

# Why is this important?



## Access to care

- Is my clinic accessible so patients don't have to seek ED care unnecessarily?
- How can I improve access?

# Tactics to Improve Access

- Improve access during current office hours
- Expand office hours
- Provide after-hours access to providers
- Educate patients regarding office visit versus Urgent Care versus Emergency Department utilization



# Steps to Implementation

- Determine the “third next available” appointment time.
  - Average length of time in days between the day a patient makes a request for an appointment with a physician and the third available appointment for a new patient physical, routine exam, or return visit exam.\*
  - Goal in primary care should be zero days (same day).

\*[Institute for Healthcare Improvement](#)

# Steps to Implementation

- Assess practice supply.
  - Adjust provider and staff schedules to even out appointment availability.
- Consider 1 or 2 day/week early or late hours to increase access.

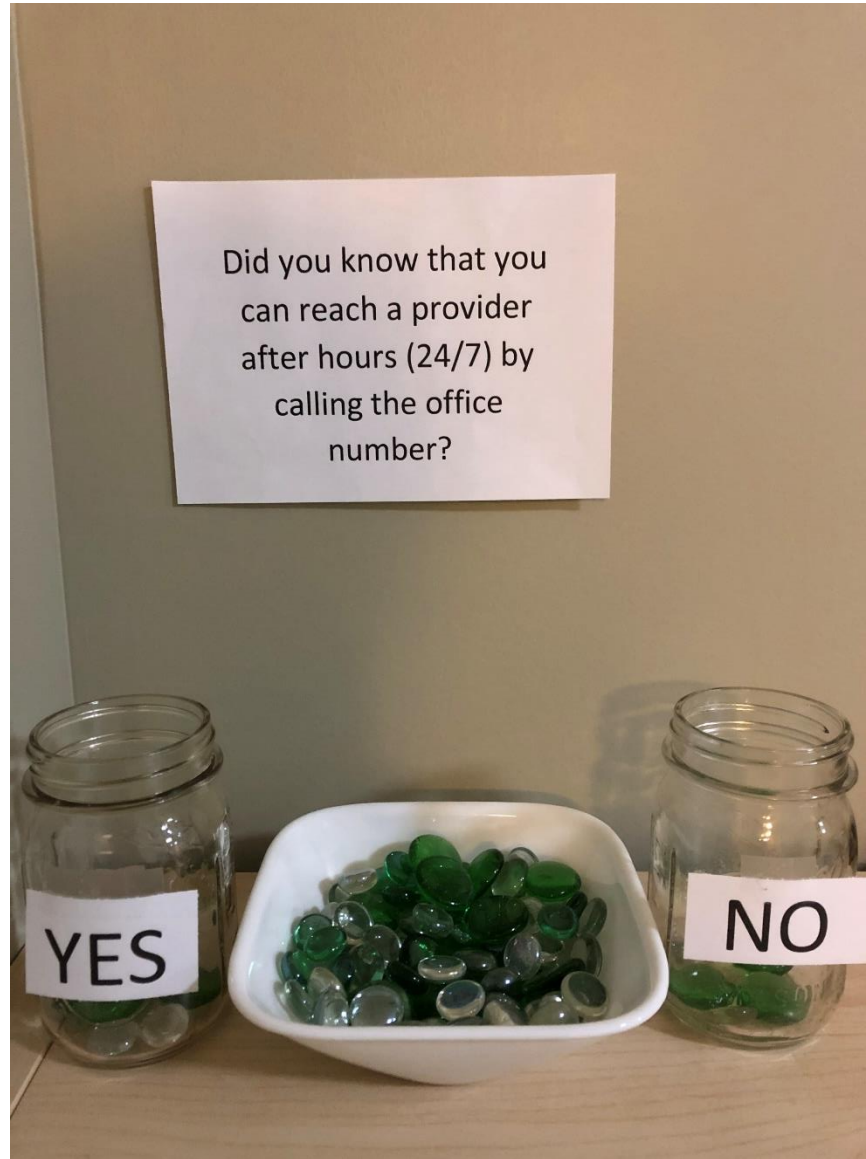
# Measuring Success

- Establish your baseline third next available appointment time
- Implement a tactic to improve
- Reassess the third next available appointment time 1-3 months after implementing change

# Steps to Implementation

- Assess your current after-hours processes
- If you have an after-hours number, poll some patients to see if they know you have that.

# Steps to Implementation



## Patient Education

- After hours access
  - Include after-hours contact information on the After Visit Summary
  - Post after-hours access flyers in exam rooms
  - Remind patients during ED follow-up phone calls
  - Post on website
  - Utilize social media
  - Portal or text reminders

# Steps to Implementation

## Patient Education

- Reasons to access Primary Care versus Urgent Care versus Emergency Department
  - Create pocket card or magnet with reasons to go to the ED
  - Add this information to your website

# Measuring Success

- Examine reasons for ED visits in the last 3 months
- Implement improved access or patient education
- Re-examine reasons for ED visits in the 3 months after implementation for a reduction in avoidable or unnecessary ED visits



# Next Steps

- Determine what patients are no longer active in your practice
- Run an empanelment report and calculate your empanelment rate
- Talk to your team and brainstorm *one way* you can improve access to prevent an unnecessary ED visit

*Reach out to Tammy and Gary for assistance!*

# Questions?



# Consultation Services

- We can assist you on your Practice Transformation Journey.
  - Tailored support from KFMC consultants
  - Workflow and process analysis services
  - Data analysis
  - HIT consultation
- *Free for eligible practices*

# Learn More

- Email [practices@kfmc.org](mailto:practices@kfmc.org)
- Visit our webpage  
<https://www.kfmc.org/practice-transformation>

## Next Session-November 3

- Identify your patients
- Provide enhanced access to care
- ***Utilize care management services for high-risk patients***
- ***Use team-based care to improve care delivery***
- Improve collaboration with other providers
- Engage patients in their care
- Leverage data to drive improvement activities



# Our Team

Tammy Elliott, RN, BSN, CPHQ  
Practice Transformation Manager

[telliott@kfmc.org](mailto:telliott@kfmc.org)

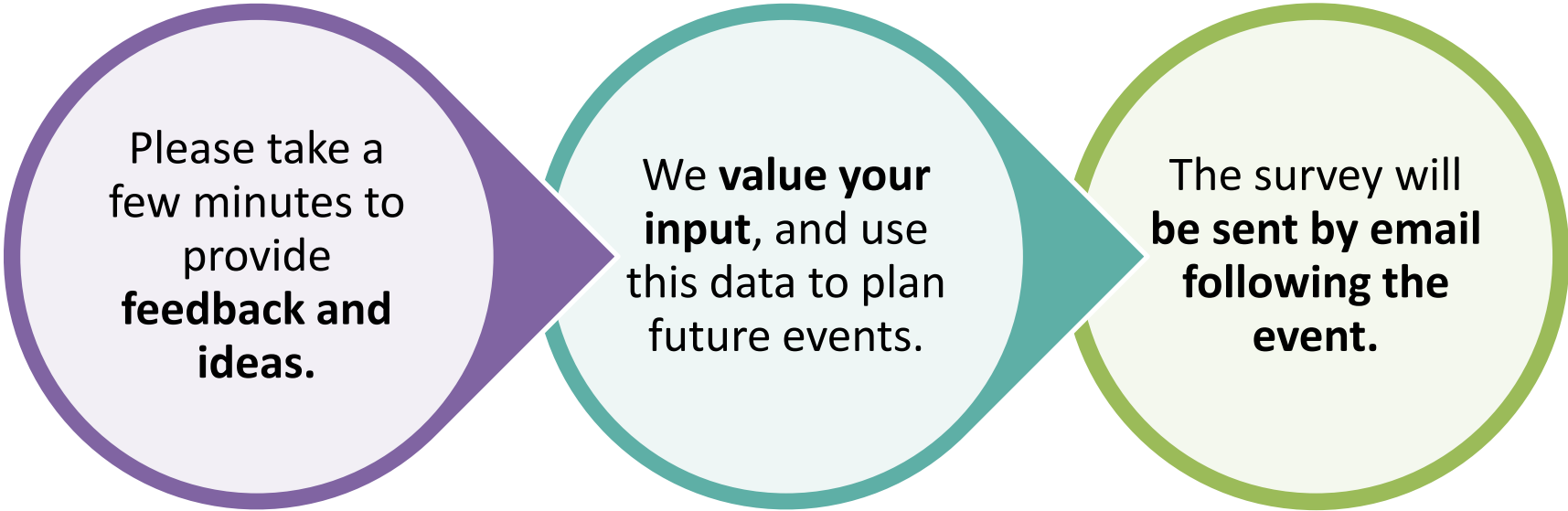
785-271-4152

Gary Carder, BA CIT, RRT  
Health IT Consultant

[gcarder@kfmc.org](mailto:gcarder@kfmc.org)

785-271-4175

# Post-Event Survey



Please take a few minutes to provide **feedback and ideas.**

We **value your input**, and use this data to plan future events.

The survey will **be sent by email following the event.**