Activity F Webinar
Tracking Same-Day Appointments
August 14, 2014
Agenda

• Welcome & Introductions
• Activity F: Tracking of Same-Day Appointments
• Quality Improvement Plans (QIPs)
• Questions
• Your feedback helps improve the PCMH program!
• We’re working to clarify the portal questions/activities for the future!
Activity F: Tracking Same-Day Appointments
Tracking Same-Day Appointments

Same-Day Appointments Defined:

“A beneficiary request to be seen by a clinician within 24 hours.”

(PCMH Provider Manual, Section 200.000)
Tracking Same-Day Appointments

• Track same-day appointment requests by:

  1. Using a tool to **measure** and **monitor** same-day appointment requests on a **daily** basis and
  2. **Recording fulfillment** of same-day appointment requests.

Practices must document compliance by written report to DMS via the provider portal.
Tracking Same-Day Appointments

1. Using a tool...
   - A manual log
   - Appointment Schedule
   - Report from EHR

2. ...to measure and monitor... requests... on a daily basis
   - Be able to look at any specific date and know **how many requests** for same-day appointments you received.

3. Recording fulfillment
   - Be able to look at any specific date and know **how many** requests for same-day appointments you fulfilled.

<table>
<thead>
<tr>
<th>Pt Name</th>
<th>Date</th>
<th>SDA? Y/N</th>
<th>Alternative Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jones</td>
<td>Tues 8/19</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Smith</td>
<td>Tues 8/19</td>
<td>N</td>
<td>Wed 8/20</td>
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<tr>
<td>Rogers</td>
<td>Tues 8/19</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Clinton</td>
<td>Tues 8/19</td>
<td>N</td>
<td>Phone Care</td>
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<tr>
<td>Romney</td>
<td>Tues 8/19</td>
<td>N</td>
<td>ER</td>
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</tbody>
</table>
Tracking of Same-Day Appointments

Think of it in terms of a numerator and a denominator:

How many requests fulfilled (Num)
How many requests (Den)
Tracking of Same-Day Appointments

How many requests fulfilled (Num)
How many requests (Den)

Another way to think of it is in terms of
Supply vs. Demand

Supply (Num)
Demand(Den)
Tracking of Same-Day Appointments

\[
\text{Supply (Num)} \quad \frac{\text{Demand (Den)}}{=}
\]

\[
\text{How many requests fulfilled (Num)} \quad \frac{\text{How many requests (Den)}}
\]
Tracking of Same-Day Appointments

How many requests fulfilled (Num)
How many requests (Den)

= % of Same-Day Requests Fulfilled
(The closer to 100%, the better – Supply is meeting Demand.)
Tracking of Same-Day Appointments

An Example:

20 patients request an appointment for today, 12 patients were scheduled a same-day appointment.

\[
\frac{12}{20} = 60\%
\]

60 % of Same Day Appointment Requests Fulfilled.
Tracking Same-Day Appointments

But wait… there’s more!
There is another way…

- Tracking the number of **unfulfilled** requests for same-day appointments.

  - Requires an additional calculation to arrive at number of requests.

\[
\text{Total number of requests} = \text{# of Unfulfilled Requests (tracked on a log)} + \text{# of Fulfilled Requests (tracked on schedule)}
\]
Tracking of Same-Day Appointments

\[
\text{# of Unfulfilled Requests} + \text{# of Fulfilled Requests} = \frac{\text{How many requests fulfilled (Num)}}{\text{How many requests (Den)}} = \% \text{ of Same-Day Requests Fulfilled}
\]
Tracking of Same-Day Appointments

An Example:
Your “tool” shows you had 8 patients who were unable to schedule a same-day appointment. You have 12 patients schedule a same-day appointment.

8 Unfulfilled Appointments + 12 Fulfilled Appointments = 20 Total Requests

\[
\frac{12}{20} = 60\% \text{ SDA Request Fulfilled}
\]
Tracking Same-Day Appointments

1. Using a **tool**...
   - A manual log
   - Appointment Schedule
   - Report from EHR

2. ...to **measure** and **monitor**... requests... on a **daily** basis
   - Be able to look at any specific date and know **how many requests** for same-day appointments you received.

3. Recording **fulfillment**
   - Be able to look at any specific date and know **how many requests** for same-day appointments you **fulfilled**.
Tracking Same-Day Appointments

Tracking these numbers accurately on a daily basis provides you with good data for making decisions over time.

But... you must monitor the data regularly to make needed adjustments.
Tracking Same-Day Appointments… The bottom line

Use data to drive quality improvement efforts toward transformation into a PCMH.

In this case, use data to determine if your supply of same-day appointment requests meets your demand for same-day appointments.

Monitor regularly to adjust.
Tracking Same-Day Appointments… The bottom line

The goal is not to create busy work but to promote strategies for managing access and demand for services.
Tracking Same-Day Appointments

In the portal...

Document your process addressing each aspect of the activity.
(A synopsis due to character limit.)
Questions?
Quality Improvement Plans (QIPs)
QIPs

• Due 1 month from date of letter providing notice of deficiency.
• If the deficiency is that your documentation in the portal did not meet the activity, your QIP should be to correct the documentation for the activity in the portal.
• If the deficiency is that you did not attest or you do not have a process in place, your QIP should be to implement the appropriate process(es) to meet the activity and attest accordingly in the portal.
• Portal remains open for correction of attestations until 12/31/14.
Questions?
Thanks for Attending!

Contact us at PCMHQA@afmc.org
Or at (501) 212-8607