

# PCMH QA

ARKANSAS FOUNDATION FOR MEDICAL CARE

## 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!

# PCMH<sup>®</sup>QA

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## 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

Pt Name	Date	SDA? Y/N	Alternative Plan
Jones	Tues 8/19	Y	
Smith	Tues 8/19	N	Wed 8/20
Rogers	Tues 8/19	Y	
Clinton	Tues 8/19	N	Phone Care
Romney	Tues 8/19	N	ER

## 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 of Same-Day Appointments

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

$$\frac{\text{How many requests fulfilled (Num)}}{\text{How many requests (Den)}}$$



# 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

$$\frac{\text{Supply (Num)}}{\text{Demand (Den)}}$$

=

$$\frac{\text{How many requests fulfilled (Num)}}{\text{How many requests (Den)}}$$

# 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.

$$\begin{array}{r} \# \text{ of Unfulfilled Requests (tracked on a log)} \\ + \# \text{ of Fulfilled Requests (tracked on schedule)} \\ \hline \text{Total number of requests} \end{array}$$

# Tracking of Same-Day Appointments

# of Unfulfilled Requests + # of Fulfilled Requests =  
Total number of requests

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

=

% 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?



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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?



# PCMHQA

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## Thanks for Attending!

Contact us at [PCMHQA@afmc.org](mailto:PCMHQA@afmc.org)

Or at (501) 212-8607

