

Quality Improvement: Decreasing New Patient Intake Time

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A dark blue diagonal graphic that starts from the bottom left corner and extends towards the top right corner, covering the lower half of the slide.

Problem:

New Patient Appointments

- New patient (NP) comprehensive exams tend to run late due to numerous reasons, one of which includes the NP forms that require extensive patient
- Patients are either asked to 1) come at scheduled appointment time, or 2) come 15-30 minutes early to complete NP forms.
- Unfortunately, often times patients do not arrive early, and actually come late to their scheduled appointment, and patients still need to complete NP forms

Current State:

Tardy Appointments

1. No standard protocol for when NP's are expected to arrive to UCLA CDC/VDC, often times impeding the provider to start the NP exam on time.
2. Delays in provider schedule add to clinic stress (patients, faculty, residents, front desk, assistants, etc.)
3. Delays in provider schedule can lead to delays in other scheduled appointments.

Aim:

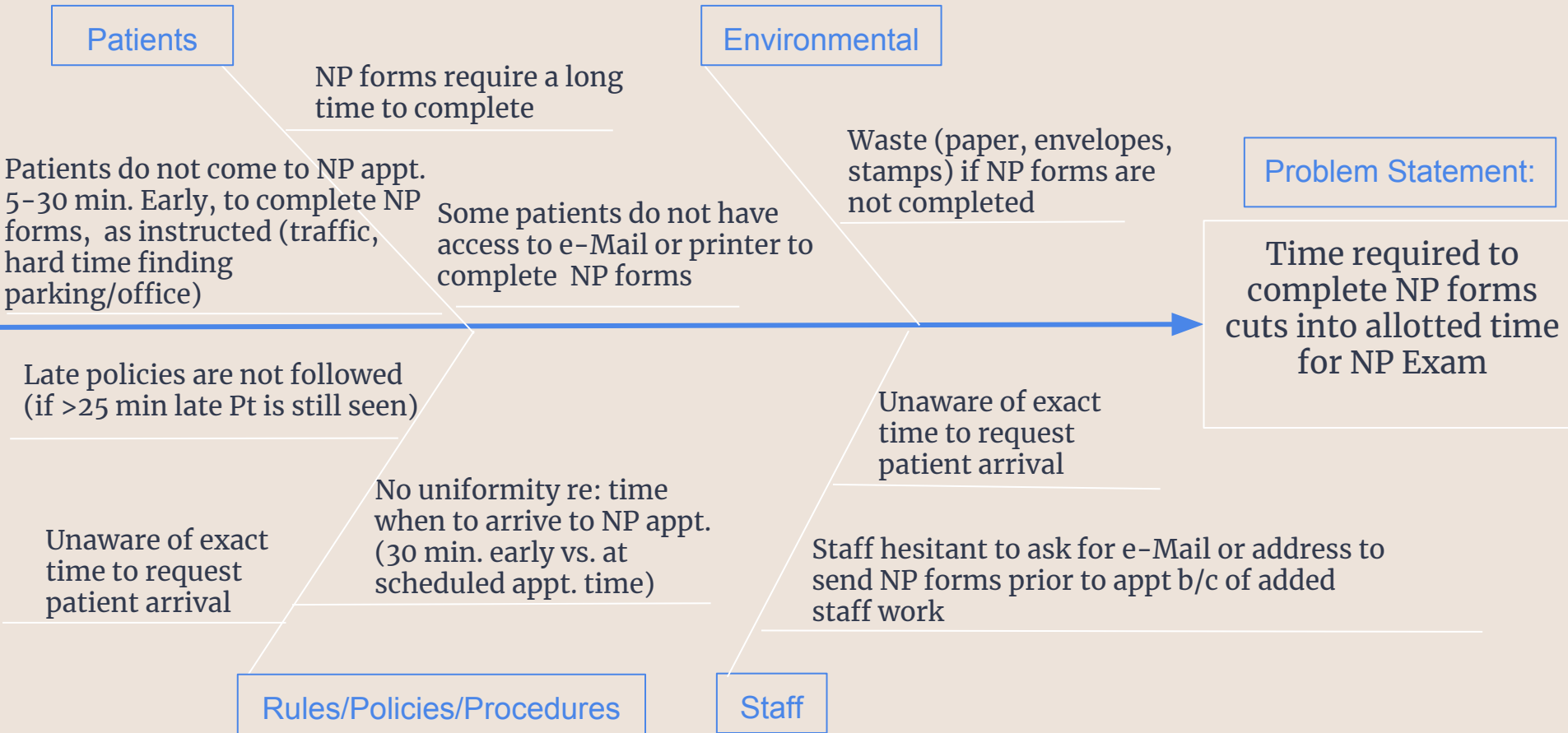
Decrease delays in starting New Patient Exam appointments “on time”

Ensure timely appointments without delays attributed to NP form completion during NP appointments

Goal:

Providers will seat and initiate New Patient exams within 7 minutes of the appointed NP exam time

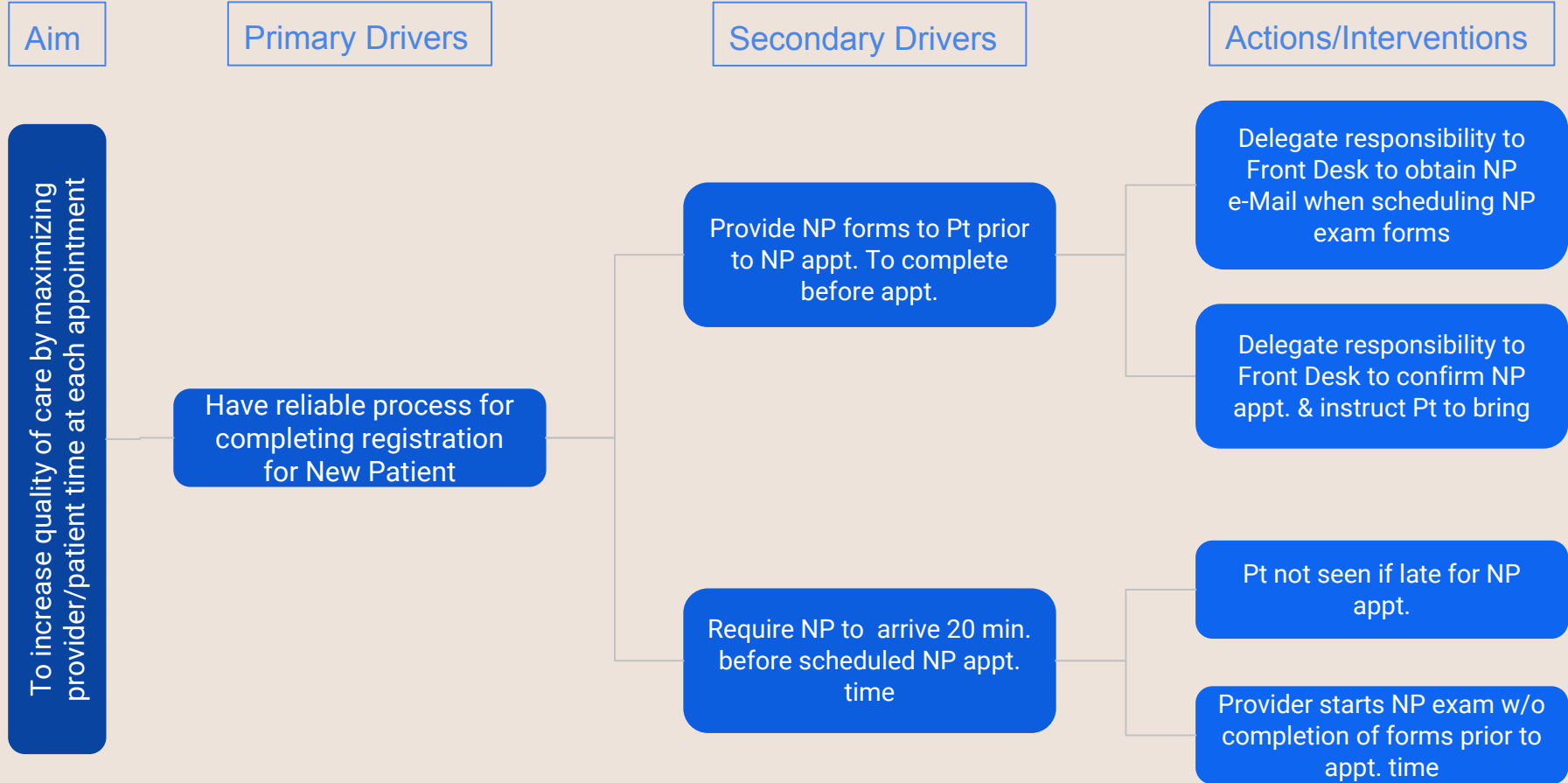
Root Cause Analysis



Metrics – Where are we now?

		Time to complete NP Forms	Wait Time for NP Appt. to start	Conclusions
NP forms completed at clinic	n=16 NP forms completed at clinic day of NP exam	~ 20.3 min	~ 12.4 min late	Patients who arrive “on time” to NP appointment are seen on average of 12.4 minutes after the start of their appointed time, partially because it takes them an average of 20.3 minutes to complete NP forms.

Driver Diagram



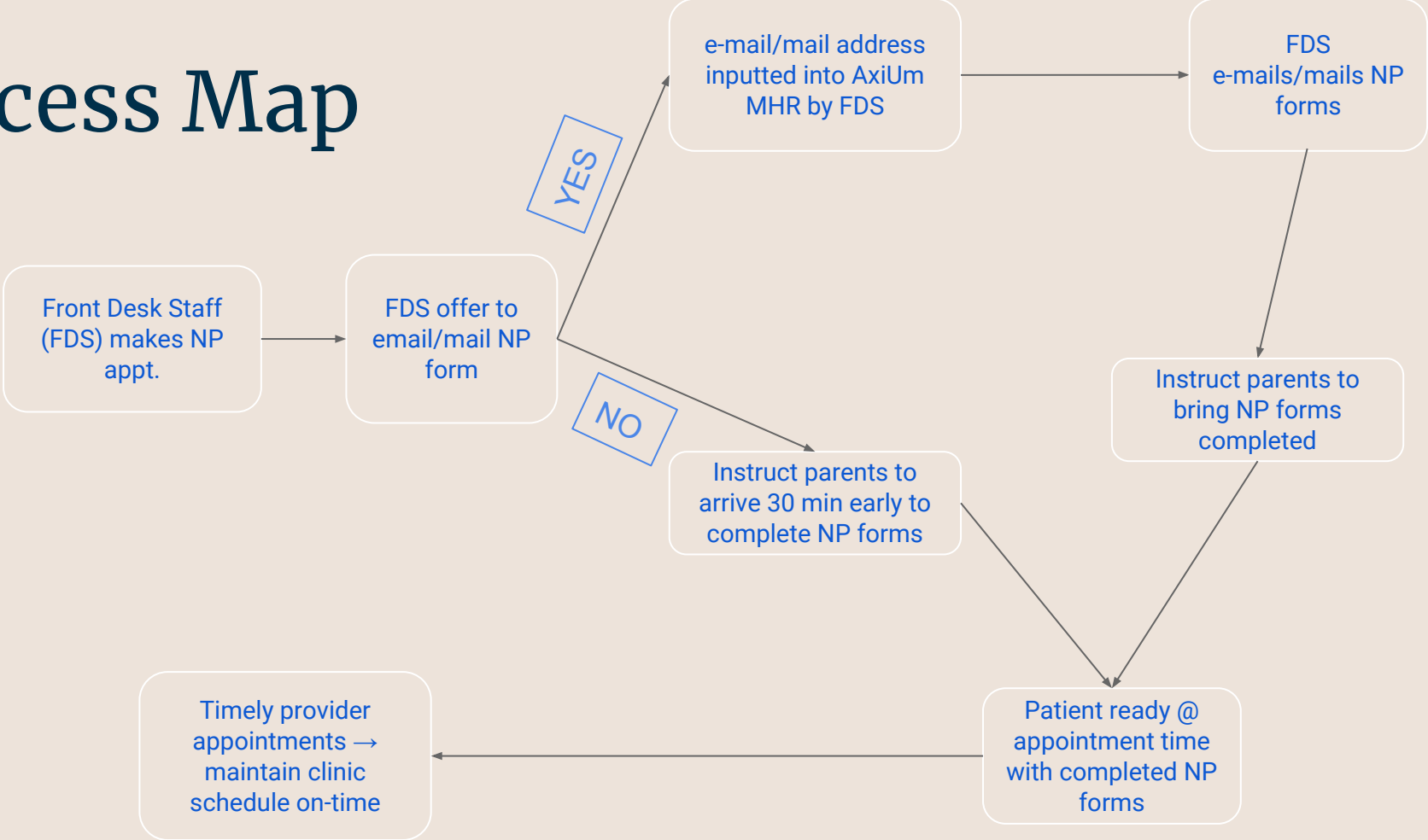
Solving the New Patient Tardy Appointment Issue

- Sending NP forms prior to appointment will allow families adequate time and accessibility to obtain all proper documentation prior to arriving to UCLA CDC/VDC.
- By providing NP forms via e-Mail, families will be able to complete NP forms prior to arriving at UCLA CDC/VDC, resulting in less provider schedule delays.

Process Map

Front Desk

Residents



ACT

Continue having front desk staff e-Mail NP forms at the time NP appt. made

Additionally, offer to mail NP forms if no e-Mail available

Assess differences in NP seating times and improvements in maintaining schedule with fewer delays

STUDY

Ttl # of Pts evaluated: n=21 from Jan. 23-31, 2019

NP "seat time" when forms completed at appt.

+12 min. after scheduled appt. time

NP "seat time" when NP forms e-Mailed/completed before appt.

All Pts seated "on time"

PDSA

PLAN

When NP appts are scheduled, front desk staff acquires NP e-Mail and e-Mails NP forms to be completed by NP prior to NP exam between January 23-31, 2019. During this time, NP wait time from check-in at the front desk, completion of NP forms, to time seated in provider chair will be tracked.

DO

UCLA VDC front desk did not participate as they "do not have extra time to do this". Total of 5 NP forms were sent via e-mail by UCLA CDC, and Pt's were identified by AxiUm pop-up placed by front desk staff. Not all Pts have access to e-Mail and printers to complete NP forms prior to NP exam. No Pt's were mailed as UCLA did not want to acquire additional fees for this project. Times were measured by Pt check-in at front desk (sign-in), front desk changes Pt to "ready" status on AxiUm schedule when NP forms completed, and providers "seats" Pt on AxiUm schedule to be able to track exact times on AxiUm history.

Metrics

		Time to complete NP Forms	Wait Time for NP Appt. to start	Conclusions
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NP forms completed before NP appt.	n=5 NP forms emailed	~ 0 min	~ 0 min	Patients who were sent the NP forms prior to their NP appointment brought the forms completed and were seen on time for their appointed NP exam.

*Data suggests NP who brought NP forms filled out to appt. were “seated” by provider at their appointed time more often than if NP forms completed at the NP appt.

The Effects of Failure

1. Time spent filling out questionnaire extends into the allotted appointment time, therefore decreasing time for patient care.
2. Tardiness for next scheduled appointment
3. Reschedule patient

Barriers to Success

Patient:

1. Lack of printer/computer access
2. Minimal knowledge of printer/computer

UCLA CDC:

1. Front desk staff time to offer additional service (email, create envelope)
2. Some NP appointments are made last minute (EX: made appt Friday afternoon, for a Monday NP exam), if NP forms are mailed, the UCLA Mail is only picked up Monday, Wednesday, and Friday, and may take additional time to be mailed as it needs to come to UCLA WW prior to being mailed to NP

Questions?

