



# Quality Improvement & Innovation Partnership

Advancing Improvement in Primary Healthcare in Ontario

## Improving Access in Primary Care

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**LEARNING COMMUNITY**



# Conflict Disclosure

- No Conflicts of Interest to Disclose



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Advancing Improvement in Primary Healthcare in Ontario

## Improving Access



### LEARNING COMMUNITY

Learn  
Share  
Innovate  
Improve

## A Few Facts.....

- Efficient Access to Primary Care is a major priority
- All of you are likely already doing some things very well.
- Not all patients like to have appointments booked in the same way.
- There are some patients in all of our practices that will NEVER be happy with any booking system

# A Few Unknowns....

- How Painful is this going to be??!!
- If a change happens, who will benefit?

# What is Advanced Access?

- A system of scheduling appointments that is designed to reduce wait times and improve same day access to clinicians by reducing the proportion of pre-booked appointments.

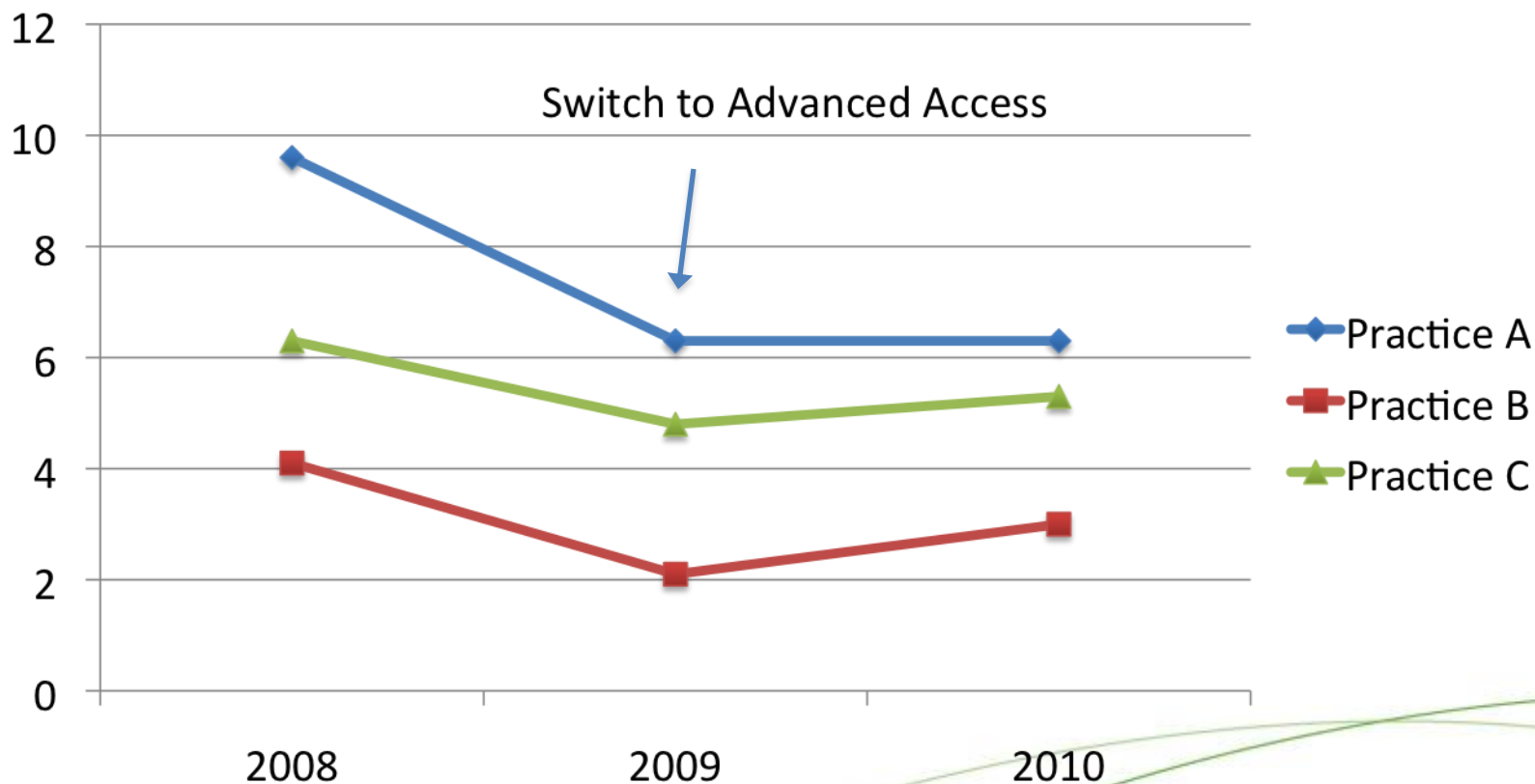
# Traditional vs. AA Bookings

- **Traditional Booking Model:**
  - 80% Pre-booked
  - 20% Same day booking
- **Advanced Access Booking Model:**
  - 20% Pre-booked
  - 80% Same day booking

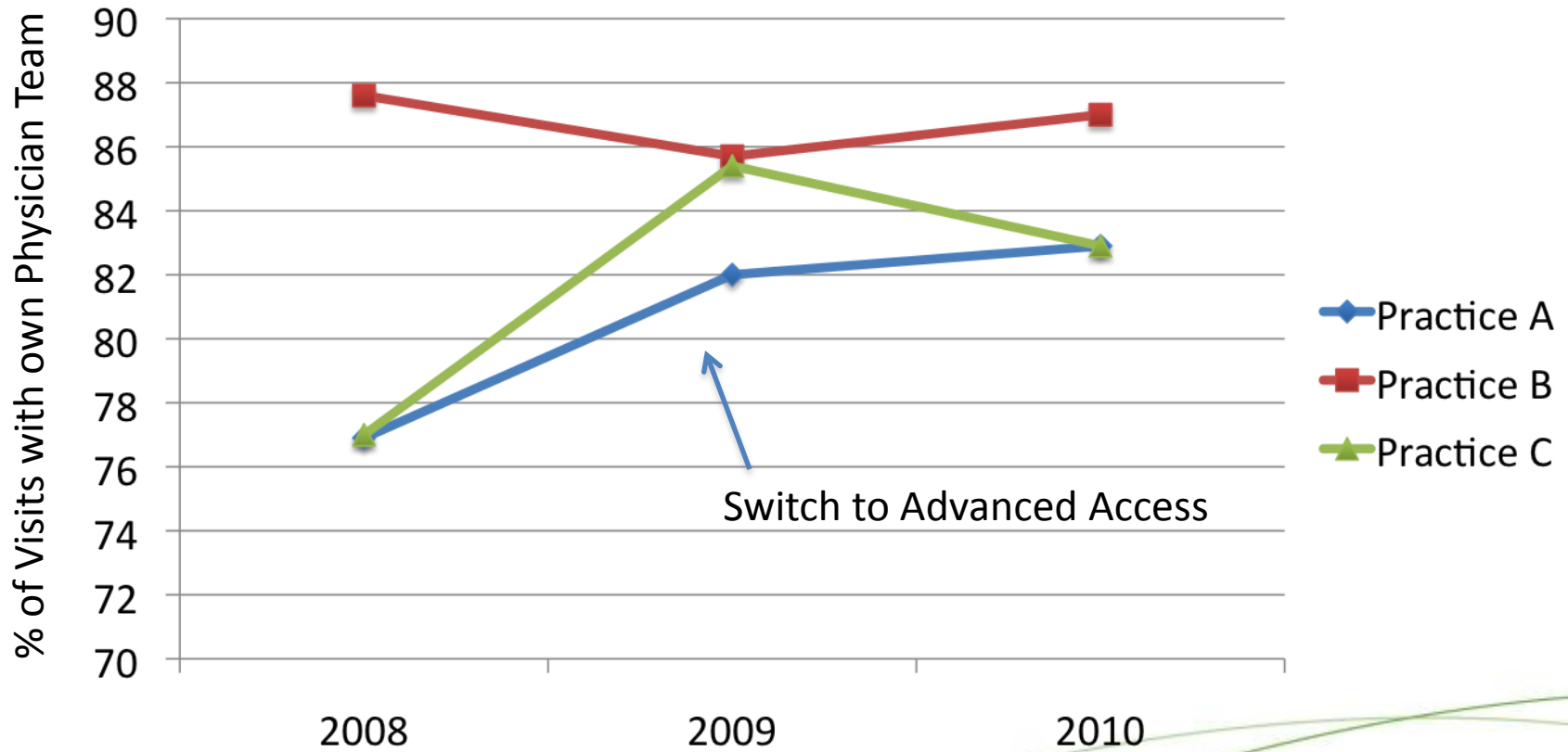
# Why Change?

- Decreased No-Show Rates
- Improved Continuity
- Improved staff communication
- Improved Patient Satisfaction
- Improved Clinician Satisfaction
- Improved Reception Satisfaction

# No-Show Rates



# Continuity



Mistakes happen  
when **communication**  
is not clear.



# Improving Communication

- Regular meetings with front-line staff
  - What's working and what's not???
  - How can we make things better each week for patients and staff??

# Patient Satisfaction

- Surveyed 200 patients (response rate of 40%) in Spring 2009
- Compared 2 advanced access pilot practices to other practices using traditional booking
- Satisfaction rate was significantly higher ( $p=0.0054$ ) in the patients using AA compared to traditional booking model

# Clinician Satisfaction

- Less issues per visit, improves efficiency
- Piece of mind knowing that appointments are available each day.

Reception Staff  
BEFORE  
Advanced  
Access



Reception  
Staff AFTER  
Advanced  
Access



# Reception Satisfaction

- All 8 Reception Staff in our office prefer AA over traditional booking model (survey completed summer/fall 2009)
  - Less time on the phone
  - Less conflict on the phone

# Summary of Lessons Learned



# Advanced Access Has Improved Efficiency



# Staff Satisfaction Has Improved

## Savage Chickens

by Doug Savage



## Appointments are like GOLD (protect your supply!)

- Do you NEED to see that patient again in 3 weeks?
- Can you renew most scripts without an appointment?
- Can you increase the number of appointments you offer in the week?

# Be Flexible

(Too many rules  
become barriers  
to booking  
appointments)



# Communication is the Key



# The END

Thank-you

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