



Improving Access and Efficiency for Patients SMITHVILLE FAMILY HEALTH TEAM LC3

With the goal of reducing the average time to the TNA, the Smithville FHT made tremendous improvements in the practice of Dr. Paul Cano.

Reducing Backlog

Adapting the methodology of 'doing today's work today', Dr. Cano and his team worked hard at understanding, evaluating and reducing the appointment backlog by incorporating the following changes prior to launching advanced access:

- Addressing patient needs at the time of their appointments – initially made for longer days, but reduced the amount of future follow-up visits
- Tracked supply and demand by using an Institute for Clinical Evaluative Sciences tool to determine if current schedule could meet demand
- Added extra clinic time and extended two daily clinics over a three-month period

Informing Patients

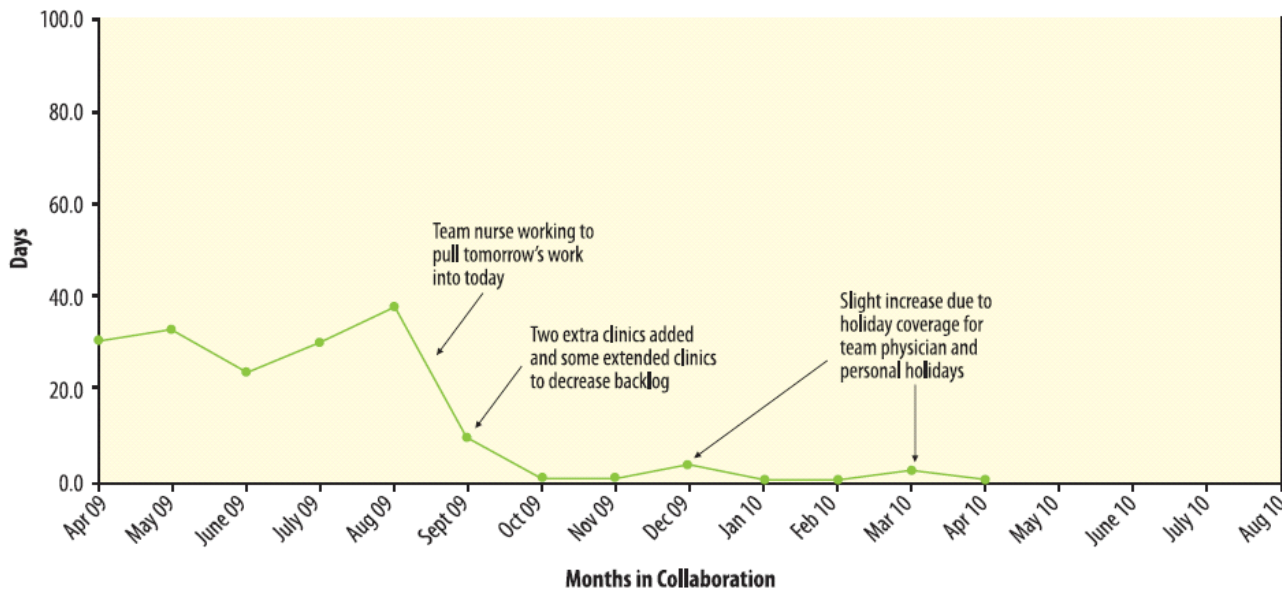
Three months prior to the start of advanced access, patients of Dr. Paul Cano received a letter and frequently asked questions sheet, notifying them of the new booking method, patient advantages and the success of advanced access in other practices across Ontario.

Improved Outcomes and Successful Spread

The official launch of advanced access in October 2009, has since seen improvements in a reduction of TNA from 31-0 days, reduced no-show appointments and increased staff satisfaction. Advanced Access was successfully spread to three other physicians within the FHT.



SMITHVILLE FAMILY HEALTH TEAM REDUCTION IN THIRD NEXT AVAILABLE APPOINTMENT FROM 31-0 DAYS AVERAGE TIME TO THIRD NEXT AVAILABLE APPOINTMENT FOR DR. PAUL CANO



“Advanced access has dramatically improved my patients’ ability to see me at the starting point of their health problem. Only having to wait one day has decreased their stress, as well as the stress of me and my staff”

Dr. Paul Cano, Physician, Smithville Family Health Team

Showcase: Quality Improvement Stories