**Measuring Access 101**

Facilitator Guide

* **Time:** 45 minutes, including debrief
* **Audience:**  2nd – 3rd year residents
* **Objective(s):** to understand how access is measured
* **Procedures:** Pre-clinic conference discussion, or part of structured didactics. Facilitator could be practice manager, charge nurse, clinic scheduler, or medical director (whomever handles these metrics)

Activity

***Mix & Match***: match the word on the left side with the correct definition on the right! Do individually and then discuss as a group.

|  |  |
| --- | --- |
| Phone Wait Time  | Using telecommunication and information technologies to provide healthcare at a distance |
| Third-next available appointment | Amount of time spent at an office visit  |
| Telemedicine  | Number of minutes spent on the phone waiting to speak with a live person  |
| Tetrising  | Measure of the delay your patients experience in accessing providers |
| Cycle time  | Finding openings in schedules and placing patients there in order to maximize access |

**So If You're So Smart...**

What is a desirable TNAA? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your clinic's TNAA?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your clinic's phone wait time? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is an example of "value added time" in the cycle time?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is an example of "non-value added time" in the cycle time? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How can you decrease your TNAA? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What are pros/cons to tetrising? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation

1) I understand how patient access for different care needs (same-day, acute, preventative, chronic care follow up, etc) can be tracked over time, and how to use this data to innovate systems to meet these needs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

2) This activity enhanced my understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

3) The information from this activity is relevant to my practice.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |