**Know Your Access**

Facilitator Guide

* **Time:** 30 minutes, including debrief
* **Audience:** late 1st year or 2nd year residents
* **Objectives:** to understand your primary care clinic's access and how this differs from others, and changes over time
* **Procedures:** Pre-clinic conference discussion, or part of structured didactics. Facilitator could be older peer, but this often brings up structural questions about clinic that are usually better suited for the clinic's medical director.

Activity

*Pair-Share*: Divide into pairs and try and answer the following 10 questions in ~15 minutes. Pool your collective knowledge. No phoning a friend for the answers.

Q1. How many patients are served by your clinic?

Q2. What is the total number of patients in the R1 panel (i.e., by the end of the year)?, the R2 panel?, the R3 panel?

Q3. How do you find the patients that are in your panel?

Q4. How are you assigned new patients? Who is in charge of that process?

Q5. How far in advance is your clinic opened for scheduling?

Q6. What type of template is used to schedule your patients?

Q7. What is the average size of an attending's panel per half day of clinic?

Q8. What is panel-weighting and does that happen in your clinic?

Q9. Are there any examples of advanced access in your clinic?

Q10. Can you name a clinic that uses advanced access?

*Group Discussion*:

- Reveal answers (consider doing honor-method self-scoring of answers to keep learners interested)

- Facilitator: explain the answers and provide further elaboration if needed. This can often lead to greater structural questions about clinic, so this can sometimes be best handled by the medical director of clinic or associate medical director. It's important for residents to see how much thought/planning goes into these decisions!

**Know Your Access**

Evaluation

1) I understand the importance of outpatient access to care and how it impacts patient health and wellness, satisfaction, ED/hospital utilization, and overall system costs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |