**Access Exercise: Tic-Tac-Toe**

Facilitator Guide

* **Estimated Time for Activity**: 20 minutes
* **Target audience**: first through third year residents (should have a basic understanding of what access means in the primary care setting)
* **Basic Principles**:
  + There will be many competing priorities for clinic resources
  + This exercise makes the learner consider what services to provide in favor of others
* **Procedures**:
  + Introduce the basic principles (2-5 minutes) – have learners imagine being in the position of deciding how to use limited clinic resources (i.e., clinic medical director, department of public health supervisor)
  + Place Tic-Tac-Toe (12 min)
    - Separate people into 2 person groups
    - Give one the Xs and the other the Os and have them plan tic-tac-toe once, then switch Xs and Os
  + Debrief
    - Reflections on the exercise (group share)
    - What does this make you think about for your clinic experience?

|  |  |
| --- | --- |
| **X**  **Group patient visits** | **O**  **Demand surge in the fall for sports physicals** |
| **X**  **RN visits for chronic care patients** | **O**  **Patient panel has high number diabetic patients** |
| **X**  **E-visits** | **O**  **Flu season is severe and there is excess demand** |
| **X**  **Scheduled 10 minute phone visits** | **O**  **Panel is large but with a lot of 5-45 yr. old, generally healthy patients** |
| **X**  **No advance appointments for chronic no-show patients** | **O**  **High no show rate** |
| **X**  **Health coaching for Self Management Support** | **O**  **Panel has many chronic disease patients that are of moderate risk** |
| **X**  **Pharmacy visits for medication reconciliation and titration** | **O**  **Many patients are coming in for med refill visits** |
| **X**  **Comb schedule to eliminate unnecessary visits** | **O**  **Patients are scheduled out far into the future** |
| **X**  **Reduce panel sizes** | **O**  **Appointments are scheduled 6 weeks out** |
| **X**  **Provide continuity of care** | **O**  **Panel has higher than average visits per year** |
| **X**  **Extend the visit interval for follow up care** | **O**  **Panel sizes are larger than target** |
| **X**  **Panel Management** | **O**  **Pts come in w/o necessary labs complete & require another visit** |

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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.

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