



Access Thread Learning Objectives: Prompt Access to Care (8), Template for the Future (10)

At the end of this three year practice transformation curriculum, graduates will be able to:

1. Discuss the importance of outpatient access to care and how it impacts patient health and wellness, satisfaction, ED/hospital utilization, and overall system costs.
2. Understand ways in which we fail to provide comprehensive access for individuals that are non-English speaking, have limited literacy, or have diverse cultural backgrounds. Consider novel ways to optimize access for diverse populations.
3. Discuss and/or demonstrate (depending on capacity of training site) strategies to enhance patient access to their medical home for care, such as extended-hours or after-hours care options, proactive schedule management to allow adequate same-day and advanced scheduling access, non-physician care visits, and “virtual” care encounters (telephone, secure messaging, video visits).
4. Become familiar with 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.