**Clinic Access – Changing to Direct Provider Scheduling**

**Start Date:** 9/6/13  
**Report Date:** 4/4/14  
**Executive Sponsor:** Dr. Stevan Whitt  
**Team Leader:** Paula Heaviland  
**Team Members:** Kelsey Hussey, Will Kiehl, Pam Matheny, Dennis McGowan, Brandon Slama

**Strategic Alignment:** Patient satisfaction and access are key elements of the strategic goals for University of Missouri Health Care and School of Medicine

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| We aim to increase the percentage of new appointments scheduled by one MUHC clinic into another* from a baseline of 11% in October 2013 to 30%* in June 2014 by making simple scheduling guidelines available within IDX. | • 100% of MUHC clinics will have accurate guidelines in IDX, for both the clinic’s scheduling location and provider  
• Education with Service Coordinators  
• PSR survey  
• Pilot and Phased Rollouts | • Nov 13: Meet with Department Administrators  
• Nov 19: PSR survey sent to PSRs, Service Coordinators, and other key staff members who schedule patient appointments  
• Nov 21: Meet with the Department Chairs  
• Dec 1: Dermatology Clinic pilot launch  
• Jan 21: Meet with service coordinators to announce rollout plans  
• Feb 13: Fulton Family Medicine scheduling directly into General Surgery  
• March 15: Received scheduling guidelines from 11 of 11 School of Medicine Departments  
• April 2014: All IDX guideline updates up-to-date in IDX | • Volume vs. Complexity  
MOI: high internal referral volume, but also high complexity; include in later PDSA cycle  
• Ancillary scheduling  
• PSR survey revealed resistance  
• Dermatology pilot results | • Allow all MUHC clinics to directly schedule into Dermatology clinics  
• ENT, Ophthalmology, and Medicine Specialty Launch by 3/15/14  
• 100% of clinics will have accurate guidelines in IDX by 3/15/14  
• Review appointments that have been scheduled to determine appropriateness |

*Excludes Ellis, pre-op, psych, burn/wound, outreach  
*Theoretical maximum 38%

**Specific Measures**

- Monthly percentage of appointments referred by providers in one MUHC clinic to another MUHC clinic that were directly scheduled into IDX by staff in the referring clinic.

**Graphics / Data**

**Fairview Int Med to UPMB Derm**

**Top 10 MUHC Referring Locations for New Appointments, Feb 2014**

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