

Same Day Access – First Steps

Lissa Lynch, Health Services Manager
Maryanne Jackson, Health Services Lead
Primary Health Care, Cumberland

Overview

Same Day Access – First Steps

Why did Springhill Primary Health Care Clinic choose same day access?

- **Step 1** – Discussion with the Collaborative Family Practice team.
- **Step 2** – Scheduling
- **Step 3** – Implementation of Same Day Access
- **Step 4** – Identifying Challenges
- **Step 5** – Addressing Challenges
- Next Steps...

Step 1:

- Discussion/Brainstorm with Collaborative Family Practice Team
 - What are the current issues?
 - Booking 4 months out
 - Patients with acute issues cannot get access to their provider and are going to CEC.
 - The CEC in Springhill is closed more than 50% of the time.
 - What is Same Day access?
 - Who is doing it now? What is working? What isn't working?
 - Is everyone onboard? Do we have buy-in?

Step 2 - Scheduling:

- What will the schedule look like?
 - Prescription refill appointments from 11:30 a.m. to 12:00 noon for each provider
 - Pre-booked appointments to start the day
 - Afternoon – All Same Day appointments
 - Evening – Mix of Pre-booked & Same Day depending on provider
- Rules around the schedule.
 - Do not pre-book in same day appointment slots
- Staggered start dates for providers

Step 3 – Implementation of Same Day Access

- Consulted with Provincial Communications re: informing patients of change in operations
- Decided on soft gradual launch by verbally educating patients on same day appointments.
- Staggered start dates depending on how far provider was booked out.
- Anticipated influx of calls between 8:00 & 9:00 a.m. prompting a change in the admin staff schedule to ensure 2 staff were answering phones.

Step 4 – Identifying Challenges

- Providers & Staff booking same day appointments for follow- up
- Backlog – The accumulation of previously booked appointments into the future.
 - Unanticipated absences by providers e.g. sick day
 - Stealing Same Day appointments for follow-ups
 - Continue to pre-book past the provider's agreed upon start date.
 - Slow to adopt same day approach.
- Frustration of patients calling more than once to get a same day appointment.

Step 5 – Addressing the Challenges

- Reinforcing Same Day Rules –
 - Discussion at Team Meetings
 - Individual Discussions with Admin Staff and Providers
- Gathering Data re: Supply & Demand (in progress)
 - **Supply** = How many same day appointments available in that day.
 - **Demand** = How many patients call for appointments on the day.
- Discussion with Collaborative Family Practice Team to add more Same Day appointments to address the frustration of patients.

Next Steps...

- Measurement
 - Analyze Supply & Demand data
 - Analyze Third Next Available Appointment data
- Find Strategies to Clear Backlog
- Implement all Same Day appointments!