



Redesigning Critical Processes to Improve Patient Access and Care Using the 2P Structure



Issue:

- Patients faced lengthy delays obtaining appointments and receiving care due to the cumbersome processes of the Patient Access Center (PAC), the scheduling system of a children's hospital. This impacted patients, families, communities, and providers.



Approach:

A cross-functional team, with patient families, used the 2P structure (Process and Preparation) to create/deploy a plan to improve quality, service and access:

- Standard work to handle critical scheduling and referral tasks
- Staffing-to-Demand to increase availability/response in peak hours
- Simplified appointment types
- Daily Management System with planning, huddles and real-time problem solving



Results:

With a goal of creating an equitable, easy-to-navigate, efficient, personalized PAC process, the 2P team focused on 10 key metrics. Examples of achievements include:

- Reduced all-calls abandonment rate 63%, while adding hours and services
- Increased self-scheduling in online portal 300%
- As much as 600% improvement in the number of future dates available for patient scheduling
- Implementing bilingual scheduler process, and improved accuracy and simplicity of "Find a Provider" resources



Staff Feedback:

- "This is a complex problem, but made manageable when we broke it into smaller pieces."
- "Great having customer input, internal and external."
- "We need to push to experiment and be okay with 'failure,' that's where learning happens."