Avoiding Bottlenecks in Patient Flow

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PCC Users' Conference 2018





Agenda

Smoothing out your patient flow can maximize

- Revenue
- Time efficiency
- Patient satisfaction
- Staff satisfaction





Purpose

Smoothing out your patient flow can maximize

- Revenue
- Time efficiency
- Patient satisfaction
- Staff satisfaction





Approaches

Ways to smooth out a practice schedule include:

- Staffing ratios
- Visit prep





Patient Satisfaction Surveys

Frequent short surveys

- Keep it short 2-4 questions
- Pinpoint one area of focus
- Share the results with parents and patients





Patient Satisfaction Surveys

- Which Doctor did you see?
 - a. Dr. Jones
 - b. Dr. Smith
- 2. How much do you like the care you receive here?
 - a. I get zero love
 - b. I get very little love
 - c. I get some love
 - d. I get lots of love
 - e. I get so much love I want to cry

- 3. What can we do better?
- Tell us what else you'd like us to provide
 - a. Other services?
 - b. Other products/technology?
- 5. What's not out there? What would you like to see developed or innovated?





Staff Satisfaction

Some factors which contribute to employee satisfaction:

- Achievement
- Feedback
- Control
- Organizational support
- Recognition





Schedule Arrangement

Average PCC client Dashboard scores:

- Missed appt rate 4.7%
- Revenue per visit \$109





Schedule Arrangement

Real Case:

"Your practice had a total of **18,000** appointments in the past year that were not canceled or deleted. **650** of these appointments were marked as missed."

 $650 \times $109 = $70,850$





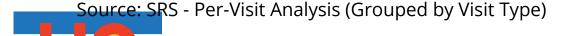
Schedule Arrangement

Same Case:

Sick to Well ratio 1.84 (PCC Avg 1.59)

Avg deposit for sick visits: \$89

Avg deposit for well visits: \$278





					Mond	lay				
		Dr. /	A	Dr. I	В	Dr. (C	Total		
	AVG Deposit		Visits	Revenue	Visits	Revenue	Visits	Revenue	Visits	Revenue
NB	\$250.00	NB	#REF!	\$250	#REF!	\$250	#REF!	\$0	#REF!	\$500
Sick	\$90.00	Sick	14	\$1,260	10	\$900	11	\$990	35	\$3,150
Newborn	\$310.00	Newborn	1	\$310	0	\$0	2	\$620	3	\$930
N/Avail	\$0.00	N/Avail	0	\$0	0	\$0	0	\$0	0	\$0
Nurse Only	\$45.00	Nurse Only	0	\$0	0	\$0	0	\$0	0	\$0
Recheck	\$70.00	Recheck	7	\$490	6	\$420	1	\$70	14	\$0
Consult	\$125.00	Type 7	0	\$0	0	\$0	0	\$0	0	\$0
Type 8	\$0.00	Type 8	0	\$0	0	\$0	0	\$0	0	\$0
Type 9	\$0.00	Type 9	0	\$0	0	\$0	0	\$0	0	\$0
		Totals	#REF!	\$2,310	#REF!	\$1,570	#REF!	\$1,680	#REF!	\$4,580
		08:00 AM	NB		NB		CLOSED			
		08:15 AM					CLOSED			
		08:30 AM	Recheck		Recheck		CLOSED			
		08:45 AM	Sick		Sick		CLOSED			
		09:00 AM					CLOSED			
		09:15 AM	Sick		Sick		Sick			
		09:30 AM		1	Recheck		Recheck			
		09:45 AM			Consult		Sick			
		10:00 AM					Newborn			
		10:15 AM	Sick		Well					
		10:30 AM					Sick			
		10:45 AM			Sick		Sick			
		11:00 AM	Well		Well		Well			
		11:15 AM								
		11:30 AM			Recheck					
		11:45 AM	LUNC				Sick			
		12:00 PM	LUNC		LUNC					
		12:15 PM	LUNC	CH	LUNC		LUNG			
		12:30 PM			LUNC	CH	LUNG			
		12:45 PM			Consult		LUNG			
		01:00 PM	Well				LUNG	CH		





Equipment and Supply Analysis

Don't guess...*analyze* which services you render most





Equipment and Supply Analysis

Procedure	e	# Chgs
90460	Vaccine Admin 1st Component	7910
99213	OV Low Complex	4613
99461	Vaccine Admin x4 Add'l Component	3024
99213-25	Mod OV Low Complex	2228
98686	Influenza Quad PF 3yrs+	2099
99461	Vaccine Admin x2 Add'l Component	1917
99173-33	Visual Acuity quantitative, bilateral-33	1756
99392-25	Mod PE 1-4 yrs	1684
92551-33	Hearing Test/Pure Tone Audiometry-33	1570
99391-25	Mod PE Under 1 yrs	1324





Most Frequently Billed E&M

Procedure	e e e e e e e e e e e e e e e e e e e	# Chgs
99213	OV Low Complex	4615
99213-25	Mod OV Low Complex	2222
9392-25	Mod PE 1-4 yrs	1684
9391-25	Mod PE Under 1 yrs	1324
9214-25	Mod OV Mod Complex	1277
9393-25	Mod PE 5-11 yrs	1228
99214	OV Mod Complex	910
9394-25	Mod PE 12-17 yrs	481
9391	PE Under 1 yrs	160
99212	OV Straightforward Complex	141





cptassoc.custom

CPT Associa	ation (06/14/17 - 06/14/18) 06/14/2	2018 03:21pm
Procedure s	selected: 99213-25 Mod OV Low Complex	
CPT Code	Procedure Name	Count
87880	Rapid Strep Test	923
99051	OV Eve/Wknd/Holiday Scheduled	633
98468	Vaccine Admin 1st Component	430
90686	Influenza Quad PF 3yrs+	271
90685	Influenza Quad PF <3yrs	102





Visit Preparation

Daily Huddles

- Who does them?
 - Why?
- What do you discuss?
- What should you discuss?





Visit Preparation - Huddle Sheet

																Date		
Name (First Initial, LastName)	Translator	New	CDM	Nurse	ηC	Imms	HGB - Repeat	Lead - Repeat	Upid	Outstand Labs	ASO/MCHAT	Vanderbilt	SCARED	Depress Survey	ED/UC Report	Comments		
				E														
				E														
				H														
				H														
				F														
ollow Ups from previous sessio	n																	
																Nurse/MA:		
																Nurse/MA:		
lurse Lancaster:							Lacta									Provider:		





Patient Questionnaires

- Get them filled out before the visit
 - Email forms to them
 - "Print" a form to the patient portal as a document
 - Use a third party service





Patient Questionnaires

For questionnaires filled out in the office, laminate the form and use a whiteboard marker for them to answer the questions.

 Wipe them off and use them for the next patient, save time and money by not printing the same thing for multiple patients a day.





Staff:Clinician/Staff Ratio

Variables not accounted for in this data:

- Group size
- # of locations

		PCC	C Benchmark	MGMA Benchmark			
Measure	Your Practice	# (n)	PCC Benchmark (2009-2010 Median)	# (n)	MGMA Benchmark (2009 Median)		
# Physician FTEs		26	3.5	36	6.0		
# Provider FTEs (incl. NPs and PAs)		26	4.0	29	8.0		
# RNs per-FTE- physician		19	0.46	29	0.57		
# LPN per-FTE- physician		19	0.40	23	0.64		
# MA per-FTE- physician		19	0.50	30	0.75		

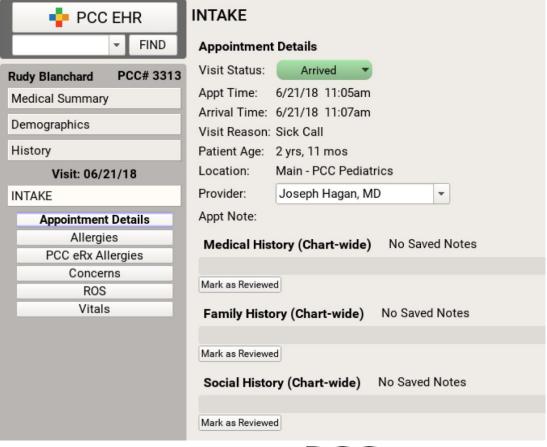




Streamline: Data Entry

Consider protocols per role based upon combination of:

- Order of operations per visit
- Which individual performs each step in the operations







Takeaways

Gather data from

- Patients
- Staff
- Your schedule habits
- Your visit habits

Use the data to identify opportunities to:

- Increase patient satisfaction
- Increase job satisfaction
- Improve efficiency





What Questions Do You Have?





Resources

Verden Group services include Time and Motion Studies





Learn More

All the courses left this week...Home stretch!!

- PCC eRx 201: Optimizing Your Prescribing Experience
 - Fri 2:45p Colorado A
- Integrating Mental Health Services at Your Practice (CEU)
 - Fri 2:45p Colorado B





Please complete a course evaluation

Future PCC education depends on it!



