

Avoiding Bottlenecks in Patient Flow

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Goals

Learn how smoothing out your patient flow can maximize:

- Revenue
- Time efficiency
- Patient satisfaction
- Staff satisfaction



Approaches

Ways to smooth out a practice schedule include:

- Evaluate your schedule
- Review staffing ratios
- Equipment Analysis
- Visit preparation
- Surveys



Schedule Evaluation

2019 Average PCC client Dashboard scores:

- Missed appt rate **4.9%**
- Revenue per visit **\$145**



Schedule Evaluation

Real Case:

“Your practice had a total of **18,000** appointments in the past year that were not canceled or deleted.

810 of these appointments were marked as missed.”

**Visit Total x Average Revenue Per Visit =
Missed Appointment Loss Total!!**



Schedule Evaluation

Same Case:

Sick to Well ratio 2.00 (PCC Avg 1.55)

Avg deposit for sick visits: \$88

Avg deposit for well visits: \$214

Source: SRS - Per-Visit Analysis (Grouped by Visit Type)



Schedule Evaluation

Scheduling Well Visits

- Are well visits scheduled for the same time for all providers?

Overbooking

- Should not be a continual occurrence



		Monday								
		Dr. A		Dr. B		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	Recheck		Recheck		Recheck			
		09:45 AM	Sick		Consult		Sick			
		10:00 AM	Newborn				Newborn			
		10:15 AM	Sick		Well					
		10:30 AM					Sick			
		10:45 AM	Sick		Sick		Sick			
		11:00 AM	Well		Well		Well			
		11:15 AM								
		11:30 AM	Recheck		Recheck					
		11:45 AM	LUNCH				Sick			
		12:00 PM	LUNCH		LUNCH					
		12:15 PM	LUNCH		LUNCH		LUNCH			
		12:30 PM	Recheck		LUNCH		LUNCH			
		12:45 PM	Sick		Consult		LUNCH			
		01:00 PM	Well				LUNCH			



Staff:Clinician/Staff Ratio

Variables not accounted for in this data:

- Group size
- # of locations

Measure	Your Practice	PCC Benchmark		MGMA Benchmark	
		# (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



Equipment and Supply Analysis

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



Practice Management



Session 1

Session 2

INSURANCE COMPANY REIMBURSEMENT REPORT: Summary Report

From: 06/01/18 To: 05/31/19

Generated On: 7/1/2019

Procedure	# Chgs	Tot Charged
92551 Hearing Screen	1755	\$ 73045.00
99173 Vision Screening	1686	\$ 50080.00
87880 Rapid Strep Test	1348	\$ 32096.00
96127 Depression Screening	1241	\$ 37230.00
81003 Urinalysis Automated,W/O Micro	643	\$ 19140.00
96110 Developmental Screening	505	\$ 11968.00
94640 Nebulizer Treatment	218	\$ 13178.00
81025 Hcg Urine	153	\$ 4530.00
86580 TB Intradermal	113	\$ 4038.00
82272 Hemocult (Blood Occult)	88	\$ 2610.00



Pediatric EHR Solutions



Practice Management

+ Session 1 

INSURANCE COMPANY REIMBURSEMENT REPORT: Summary Report

From: 06/01/18 To: 05/31/19

Generated On: 7/2/2019

Procedure	# Chgs	Tot Charged
99213 0V Level 3	8931	\$1273536.00
99214 0V Level 4	3347	\$698937.00
99051 0V Evening/Weekend Hrs	2204	\$144331.00
99213-25 0V Level 3 w/modifier 25	1088	\$155400.00
99214-25 0V Level 4 w/modifier 25	440	\$ 92035.00
99203 NP 0V Level 3	337	\$ 70512.00
99212 0V Level 2	300	\$ 25380.00
99212-25 0v Level 2 w/modifier 25	223	\$ 19024.00
99215 0V Level 5	107	\$ 30174.00
99204 NP 0V Level 4	50	\$ 16146.00



Pediatric EHR Solutions



cptassoc.custom

Practice Management

+ Session 1 [x] Session 2 [x]

CPT Association (06/01/18 - 05/31/19) 07/01/2019 10:52am

Procedure selected: 99213 OV Level 3

CPT Code	Procedure Name	Count	Percentage
99051	OV Evening/Weekend Hrs	1059	11.86
87880	Rapid Strep Test	1043	11.68
81003	Urinalysis Automated,W/O Micro	176	1.97
81025	Hcg Urine	34	0.38
92551	Hearing Screen	29	0.32
82272	Hemoccult (Blood Occult)	22	0.25
96127	Connor Supplies	11	0.12
90460	Admin Imms 1st w/Counseling	8	0.09
90686	VFC Flu 36+	4	0.04
99173	Vision Screening	4	0.04



Visit Preparation

Daily Huddles

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



Visit Preparation

“I think the huddles are working well for better patient care and just simply being more thorough with each patient and their needs.”



Eden Park Pediatric Associates Huddle Sheet

Date _____

Name (First Initial, LastName)	Translator	New	CDM	Nurse	LC	Imms	HGB - Repeat	Lead - Repeat	Lipid	Outstand Labs	ASO/MCHAT	Vanderbilt	SCARED	Depress Survey	ED/UC Report	Comments

Follow Ups from previous session

Nurse Lancaster:

Lactation:

Nurse/MA:

Nurse/MA:

Provider:



Huddle Sheet

Appointment Date	Appointment Time	Patient Age at Appointment	Patient Sex	Appointment Reason	Appointment Provider
07/02/2019	7:00am	13y	Female	12yr - 13yr Well Visit	James Davidson, Jr. M.D.
07/02/2019	7:30am	13y	Male	12yr - 13yr Well Visit	James Davidson, Jr. M.D.
07/02/2019	8:00am	10y 4m	Male	Sick Call	Elizabeth Mary Casey, MD
07/02/2019	9:00am	1y 6m	Female	18mo Well Visit	Elizabeth Mary Casey, MD
07/02/2019	9:30am	18y 6m	Male	Recheck	Mark Williams, M.D.
07/02/2019	9:30am	7m 1w	Male	Recheck	Elizabeth Mary Casey, MD



Streamline: Data Entry

Consider protocols per role based upon combination of:

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

The screenshot displays the PCC EHR interface for a patient named Rudy Blanchard (PCC# 3313) during a visit on 06/21/18. The interface is divided into two main sections: a left-hand navigation pane and a right-hand main content area.

Left-hand navigation pane:

- Header: PCC EHR with a search bar and a "FIND" button.
- Patient Name: Rudy Blanchard, PCC# 3313
- Menu items: Medical Summary, Demographics, History, Visit: 06/21/18, INTAKE, Appointment Details (highlighted), Allergies, PCC eRx Allergies, Concerns, ROS, Vitals.

Right-hand main content area:

- INTAKE**
- Appointment Details**
 - Visit Status: Arrived
 - Appt Time: 6/21/18 11:05am
 - Arrival Time: 6/21/18 11:07am
 - Visit Reason: Sick Call
 - Patient Age: 2 yrs, 11 mos
 - Location: Main - PCC Pediatrics
 - Provider: Joseph Hagan, MD
 - Appt Note:
- Medical History (Chart-wide)** No Saved Notes
 - Mark as Reviewed
- Family History (Chart-wide)** No Saved Notes
 - Mark as Reviewed
- Social History (Chart-wide)** No Saved Notes
 - Mark as Reviewed



Streamline: Data Entry

NEW!!!! Checkin may now be done in EHR

PCC EHR Patient Check-In

Nicholas Rappaport 13 years 6/22/05 M

Appointment Details

Visit Status: Scheduled
Appt Time: 7/9/18 2:00pm
Arrival Time: **Not Yet Arrived**
Visit Reason: 12yr - 13yr Well Visit
Patient Age: 13 years
Location: Winooski Pediatrics
Provider: Mark Williams, M.D.

Patient Demographics

Nicholas Rappaport

First Name: Nicholas
Nickname:
Middle Name:
Last Name: Rappaport
Suffix:
Date of Birth: 06/22/05
Sex: Male

Patient Information

Patient Flags:
PCP: None
Other ID:
School:
Note:
Old PM ID #: 00554
Relation to Bill Payer:

Previous Next Cancel Save Save + Check In

Use anchor buttons or Next/Previous to review and update patient information

The Patient Check-In protocol works like other protocols in PCC EHR



Streamline: Data Entry

NEW!!!!

Vitals may now be entered
on mobile devices

The screenshot displays the 'pocketPCC' mobile application interface. At the top, there is a navigation bar with a 'Menu' icon on the left, the 'pocketPCC' logo in the center, and a 'Chart' icon on the right. Below the navigation bar, the patient's name 'Sophia Thomas' is shown, followed by '14y 7m 11/27/04 Female'. A dropdown arrow is visible to the right of the patient information. Below this, a dark header indicates the current visit: 'Visit - 07/01/19' with an 'Editing...' link on the right. The main content area is divided into sections: 'Sick - Bright Futures', 'Intake', and 'Vitals'. Under the 'Vitals' section, there are three input fields: 'Weight' with sub-fields for 'lbs' and 'oz', 'Height' with a sub-field for 'in', and 'Temperature' with a sub-field for '°F'. Each of these three fields has a '+' icon to its right. At the bottom of the vitals section, there is a dropdown menu labeled 'Unspecified Method' with a dropdown arrow.



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.



Patient Satisfaction Surveys

Frequent short surveys

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



Patient Satisfaction Surveys

1. 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?
4. 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



Takeaways

Gather data from

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



Takeaways

Use that data to identify opportunities to improve:

- Patient satisfaction
- Job satisfaction
- Efficiency



Learn More

Related courses through this week

- No Show Reduction (Thurs 1:15, Em III)
- Making the Most of Your PCC Protocols (Thurs 2:45, Em II)
- Delivering on Your Practice Culture (Fri 1:15, Amphitheater)
- Be Ready for the Employee Who Says, "I Didn't Know!" (Fri 2:30, Em I)



Wrap Up - Take a moment right now

Identify at least ONE To Do item you'll commit to completing when you return to your office



What Questions Do You Have?



Resources

[Verden Group](#) services include Time and Motion Studies



Please complete a course evaluation

Future PCC education depends on it!

