

Avoiding Bottlenecks in Patient Flow

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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

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

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

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



			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							
		12:15 PM	LUNCH							
		12:30 PM	Recheck		LUNCH					
		12:45 PM	Sick	Consult	LUNCH					
		01:00 PM	Well		LUNCH					

Equipment and Supply Analysis

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



Equipment and Supply Analysis

Procedure	# Chgs
90460 Vaccine Admin 1st Component	7910
99213 OV Low Complex	4613
90461 Vaccine Admin x4 Add'l Component	3024
99213-25 Mod OV Low Complex	2220
90686 Influenza Quad PF 3yrs+	2099
90461 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	# Chgs
99213 OV Low Complex	4615
99213-25 Mod OV Low Complex	2222
99392-25 Mod PE 1-4 yrs	1684
99391-25 Mod PE Under 1 yrs	1324
99214-25 Mod OV Mod Complex	1277
99393-25 Mod PE 5-11 yrs	1228
99214 OV Mod Complex	910
99394-25 Mod PE 12-17 yrs	481
99391 PE Under 1 yrs	160
99212 OV Straightforward Complex	141

cptassoc.custom

CPT Association (06/14/17 - 06/14/18) 06/14/2018 03:21pm

Procedure selected: 99213-25 Mod 0V Low Complex

CPT Code	Procedure Name	Count
87880	Rapid Strep Test	923
99051	0V Eve/Wknd/Holiday Scheduled	633
90460	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?

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

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

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). 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:

- Section: INTAKE
- Section: Appointment Details
 - Visit Status: Arrived (green button)
 - 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 (dropdown menu)
 - Appt Note:
- Section: Medical History (Chart-wide) No Saved Notes
 - Mark as Reviewed (button)
- Section: Family History (Chart-wide) No Saved Notes
 - Mark as Reviewed (button)
- Section: Social History (Chart-wide) No Saved Notes
 - Mark as Reviewed (button)

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!

