

“The Right Care, by the Right Provider, at the Right Time”: A Success Story from Benedict Primary Care Clinic UBT

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The Problem: Walk-in Patients

In FY17, 1322 patients presented to the clinic without a scheduled appointment, more than 25 per week. When the UBT polled staff, “walk-ins” emerged as the biggest pain point because they required multiple touches and scrambling by the staff. They calculated wasted time at approximately .25 RN FTE. These patients often did not receive the right care by the right provider, and slowed care for scheduled patients. Their care was largely recorded as statistical nurse visits, meaning that it did not get reimbursed.

The Solution: Standard Work for Every Kind of Walk-in Patient

The UBT designed and tested crisp processes for caring for walk-in patients.

- TB test follow-up reads are scheduled in advance, avoiding patients’ need to walk in (and ensuring the efficacy of the test).
- Check-in staff educate patients about how to use e-prescription refill so fewer patients walk-in for a refill.
- ASRs schedule walk-in patients into open slots from cancellations. In January-March 2018, of 42 walk-ins seeking medical advice...
 - 18 patients were scheduled into a provider visit within one hour
 - 15 more patients were scheduled into a same-day provider.
 - All showed up for their appointments.
- **Their best story:** A walk-in patient, who had waited in the ED for 4 hours, was seen in the clinic within 20 minutes – causing the UBT to imagine how else they could turn their old walk-ins bug into a feature.