

March 2, 2017

### **Access Update**

- Access is measured by using calendar days to the third next available appointment
- Access is measured on the last working day of each month
- Established internal access standard is 14 days for a new patient appointment with specialists
- Established internal access standard is 30 days for a patient to get a health maintenance exam with their primary care provider
- Any patient with an urgent/emergent medical issues is triaged and given a clinically appropriate appointment, despite long waits suggested by 3<sup>rd</sup> next available data

### **Primary Care Access**

- Open practices (providers accepting new patients):
  - 9 Pediatric providers
  - 20 Family Medicine providers
  - 4 General Internal Medicine providers
- As of January 31, 2017, all 11 UVM Medical Group primary care locations were meeting 30 day access standard
- Active Recruitments:
  - 2 primary care pediatricians
  - 3 family medicine physicians
  - 3 general internal medicine physicians

### **Specialty Access**

- Specialty Areas meeting access standard as of January 31, 2017:
  - Breast Care Center/Surgical Oncology
  - MDC clinics – Melanoma, GI, Brain, Lung, Breast, BU
  - Radiation Oncology
  - Pediatric Cardiology
  - Neonatology
  - Pediatric Nephrology
  - Pediatric Rheumatology
  - Pediatric GI
  - Pediatric Hematology/Oncology
  - Pediatric Endocrinology
  - Pediatric Infectious Disease

- Neuro-interventional Radiology
- Vascular Interventional Radiology
- Cardiology
- Infectious Disease
- Pediatric Neurology
- Multiple Sclerosis Clinic
- Neuromuscular
- Pediatric Orthopedics
- Sports Medicine
- Orthopedic Trauma
- Orthopedics – San Remo Drive
- Day One
- Bariatric Surgery
- General Surgery – Burlington
- Neurosurgery
- Ophthalmology – Burlington
- Ophthalmology – Berlin
- Transplant
- Urology – Burlington
- Urology – Colchester
- Vascular Surgery
- Obstetrics (including CNM)
- Gynecology
- Endocrine/Infertility
- Gyn Oncology
- Specialty Areas not meeting access standard as of January 31, 2017:
  - Pediatric Genetics
  - Pediatric Pulmonary
  - Dermatology
  - Dermatology – MOHS
  - Endocrinology
  - GI
  - Hepatology
  - Nephrology
  - Pulmonary
  - Rheumatology
  - Osteoporosis Center
  - General Neurology
  - Sleep
  - Epilepsy
  - Headache Neurology
  - Memory Center

- Neuro-oncology
- Stroke Program
- Total Joint (Ortho)
- Upper Extremity (Ortho)
- Physiatry
- Spine
- Foot/Ankle
- Pain Clinic
- Adult Psychiatry
- Child Psychiatry
- Seneca
- Mood & Anxiety Clinic
- Cardiac & Thoracic
- General Surgery – Berlin
- Ophthalmology – Retina
- Otolaryngology – Burlington
- Otolaryngology – Berlin
- Plastic & Reconstructive Surgery
- Continence Center
- Urology – Middlebury
- Maternal Fetal Medicine
- Active Recruitments:
  - 6 anesthesiologists (1 for pain clinic)
  - 6 pediatric specialists (behavioral/developmental, hospitalists, rheumatology)
  - 2 palliative medicine physicians
  - 3 dermatologists
  - 1 GI
  - 1 GIM hospitalist
  - 3 oncologists
  - 3 rheumatologists
  - 3 pulmonologists
  - 2 nephrologists
  - 1 endocrinologist
  - 1 cardiologist
  - 1 infectious disease specialist
  - 7 neurologists (stroke, headache, general, movement disorders, sleep, memory)
  - 6 orthopedic physicians (physiatry, total joint, general)
  - 6 pathologists
  - 13 psychiatrists
  - 4 radiologists
  - 16 surgeons (ENT, oncology, ACS, emergency, ophthalmology, neurosurgery)
  - 1 gyn oncologist

- 1 reproductive endocrinologist
- 1 OB generalist

**Additional Work Underway to Improve Access**

- Clinical pathways between primary care and specialty care
- “Transforming” work in primary care, oncology, womens, and neurology
- Recruitment of advanced practice providers
- Use of telehealth options
- Referring Provider satisfaction initiative
- Access process improvement goal at the site level evaluating:
  - No show rates
  - Use of wait list functionality in scheduling system
  - Standardization of appointment types, appointment lengths
  - Session fill rates
  - Ratio of follow up to new patients
  - Session bump rates
  - Patient reminder call process
  - Appointments outside of standard M-F 8-5
  - Nurse visits
  - Use of “unconventional” visits – groups, telemedicine, shared
  - Improve use of Referral Tracker functionality in electronic health record