



Increasing Ambulatory Access at Dartmouth Hitchcock

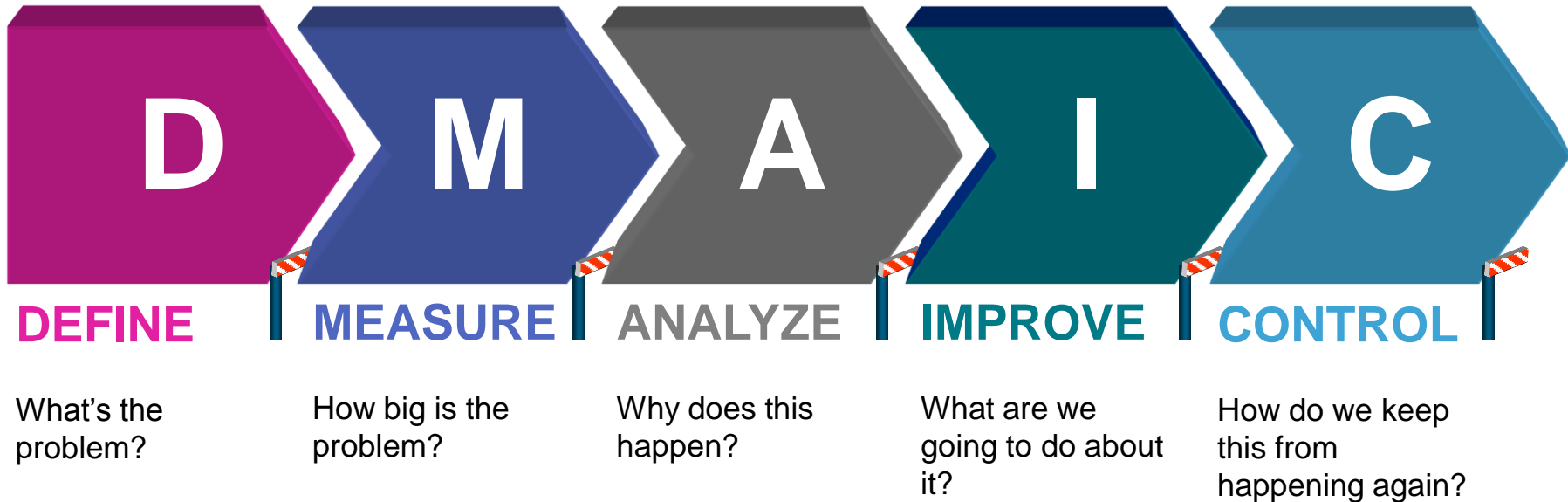
Outpatient Access Working Group
March 2017



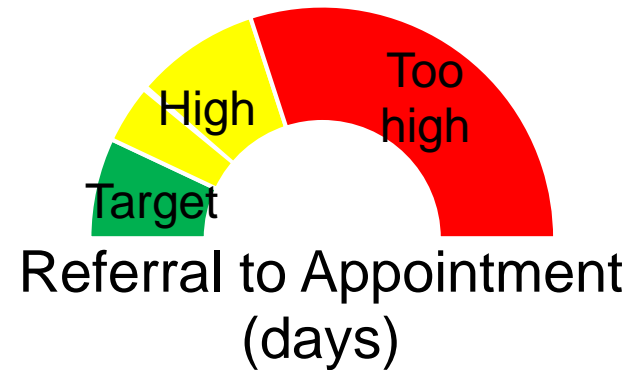
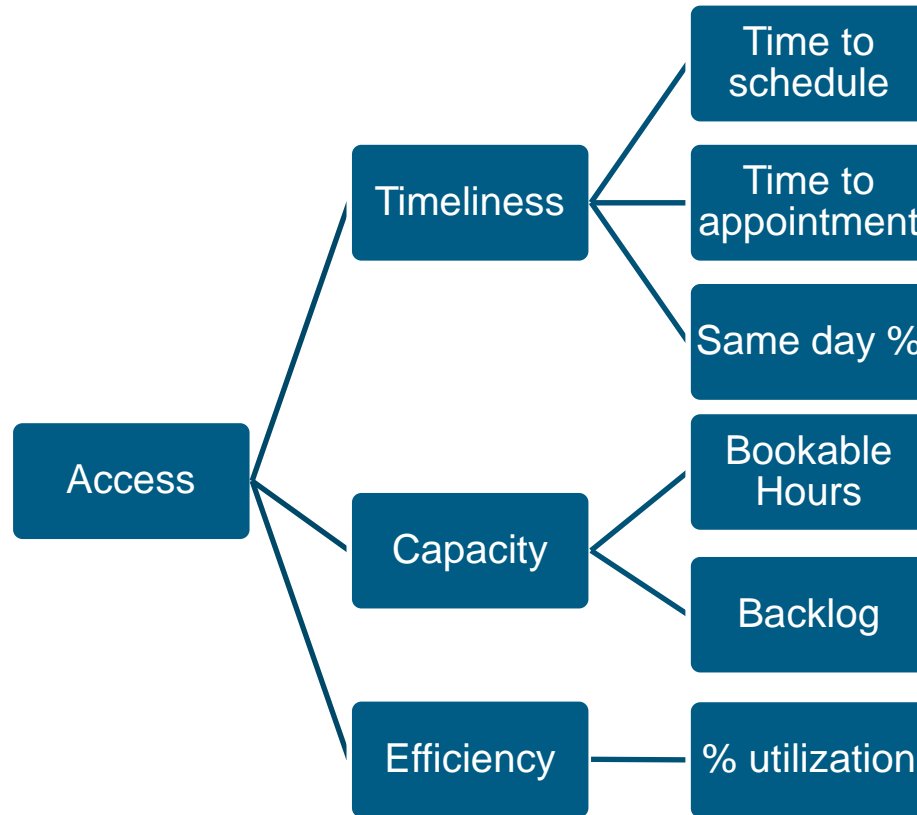
DH Ambulatory Workgroup Membership

- Chief Medical Officer
- VP Ambulatory Care
- VP Population Health
- VP Finance
- Director Ambulatory Ops
- Director Outpatient Nursing
- Director Operational Excellence
- Staff Physicians
- Performance Improvement

The DMAIC Framework



Measuring Access - Dashboard



Ongoing Efforts to Increase Access

Intervention	Objective
Hiring more providers	Increase bookable hours
Workload balancing	Optimizing workload balance between provider, nurse, medical assistants
Expand use of Associate Providers	Increase capacity, reduce patient workload for physicians
Increase efficiency with new models of care	Use team approach to support providers with RN coordinators, increasing clinic throughput
Expand clinic hours	Increase bookable hours
Telemedicine	Reduce constraints of in-person visits
Extending scheduling to out-months	Reduce backlog and waitlist