

FY 23 Hospital Budget Wait Times Working Group Update

Susan Barrett, Executive Director, GMCB

May 4, 2022

FY23 Hospital Budget Guidance Language

WAIT TIMES reporting for the FY 23 Hospital Budgets language:

*The Board staff and up to two Board members will establish a working group to include hospitals, Vermont Association of Hospitals and Health Systems, the Vermont Department of Financial Regulation, the Office of the Health Care Advocate, and other interested parties to determine by **May 2, 2022**, appropriate wait time metrics that hospitals shall submit as part of the FY23 budget process. If the workgroup is unable to determine appropriate metrics, the hospitals shall report the following for each hospital owned practice (for each primary care and specialty care), as well as, the top five most frequent imaging procedures. Specifically, please report for each practice and imaging procedure:*

- i. Referral lag, the percentage of appointments scheduled within 2 days of referral.*
- ii. Visit lag, the percentage of new patients seen within 2 weeks, 1 month, 3 months, and 6 months of their scheduling date.*

In each case, hospitals shall outline steps to resolve wait times.

Process

Broad Stakeholder Group including:

- DFR
- HCA
- VAHHS
- Hospital CMOs

The working group met several times during the month of April to discuss wait times metrics and determined metrics and questions for inclusion in the hospital budget process.

Working Group Metrics

Please report the following metrics (in response to part A. below if possible, and if not possible then in response to part B.) for each hospital owned practice (for each primary care and specialty care), as well as the top five most frequent imaging procedures:

A. For hospitals that can, please report for each practice and imaging procedure:

- i. Referral lag, the percentage of appointments scheduled within 3 business days of referral, and
- ii. Visit lag, the percentage of new patients seen within 2 weeks, 1 month, 3 months, and 6 months of their scheduling date.

B. For hospitals that can't provide the lag times above, please report for each practice and imaging procedure the third next available appointment. Additionally, please state why the hospital cannot report the referral and visit lag times.

Qualitative Information

Additionally, please provide responses to the following questions:

Current State

- How do you currently measure and benchmark wait times?
- What efforts is your organization making to improve wait times, particularly in areas where your organization records wait times longer than available benchmarks?
- What EHR system(s) does your organization use and how does that impact your ability to measure wait times?

Processes

- Please overview your clinic scheduling process, including centralized scheduling if applicable.
- Please describe how referrals enter your system, and how staff triage, schedule and prevent the loss of those referrals.

Qualitative Information Continued

Recommendations

- What metrics (qualitative and quantitative) would you suggest using to track and report wait times?
- In your opinion, how should state regulators best account for and measure the intricacies (e.g., acuity, uniform reporting) of wait times?

Data

- Please submit a sample of recent anonymized patient feedback concerning wait times, if available.
- Please submit, if available, any aggregate reports based on patient satisfaction surveys regarding wait times produced by the hospital/health system.

Suggested Motion



Approval of the FY23 Hospital Budget Wait Times Working Group qualitative information and quantitative metrics as stated in the letter to hospital leadership dated and reviewed in the May 4, 2022 presentation to the GMCB.

Next Steps

- A letter will be sent to hospital leadership today detailing the wait times metrics.
- Hospitals to submit the metrics and responses to the questions by August 5, 2022. Hospitals also asked to be prepared to answer questions related to their responses during their hospital budget hearings.

Thank you to all participants!

- Any Questions?

