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Joint Annual Wellness Visit Scheduling

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Project: Joint Annual Wellness Visit Scheduling  
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Problem/Impact Statement:  
The pharmacists in Scarborough & Westbrook Primary Care conduct Medicare Annual Wellness Visits (AWVs) with a physician. The pharmacist and physician see the patient individually. The practices achieved and sustained FY18 Joint AWV volume goals through a new process to reschedule physician-only AWVs to Joint AWVs with a pharmacist. This leads to reschedule rework and reduced time practice staff have for patient care.

Scope:  
Includes: The FY18 volume of scheduled AWVs and Joint Annual Wellness Visits in MMP Scarborough and Westbrook Primary Care. Partnering Departments include the Access Center, Pharmacists, Scheduler and Data Analysts.  
Excludes: AWV Patient Packets and Materials and System Level AWV Planning.

Goal/Objective:  
Sustain FY18 Joint AWV volume goals in Scarborough & Westbrook Primary Care with 0% reschedules from a physician-only AWV to a Joint AWV that includes a pharmacist to improve patient access and quality of care.

Baseline Metrics/Current State:  
Practice staff schedule most Joint AWVs. The Access Center (call center) does not schedule many Joint AWVs.

Root Cause Analysis:  
Auto Search is not functional to schedule Joint AWVs and requires a manual search. This leads to long call times and scheduling errors.

Countermeasures:  
Joint AWV scheduling scripting and training were deployed. IS was asked to determine if auto search is an available function.

Outcomes:  
Joint AWVs scheduled by the Access Center increased from April-May 2018. In June 2018 an AWV outreach paused and patient calls for AWVs declined. Simultaneously, pharmacists’ independent volume positively increased and availability for Joint AWVs appropriately decreased. These combined factors led to fewer reschedules of Joint AWVs by the practices.

Plan:  
Do

Study

Next Steps:  
Response pending on request to determine if auto search is a functional option.

A workgroup will monitor and analyze the impact of a new schedule template at Westbrook Primary Care.

Continue to monitor Joint AWV volume and the number of appointments scheduled by practices and Access Center and develop response plans accordingly.