



Improving Access in an Urban Inner City FQHC



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Bronx Lebanon and Martin Luther King Jr Health Centers



FQHC with 22 clinical programs at 9 different sites

Allscripts Sunrise Clinical Manager 5.5 FP1
using Enterprise Scheduler

Multiple Staff Members Scheduling
Appointments

>99% services provided within BLHC/MLK
network



Problems



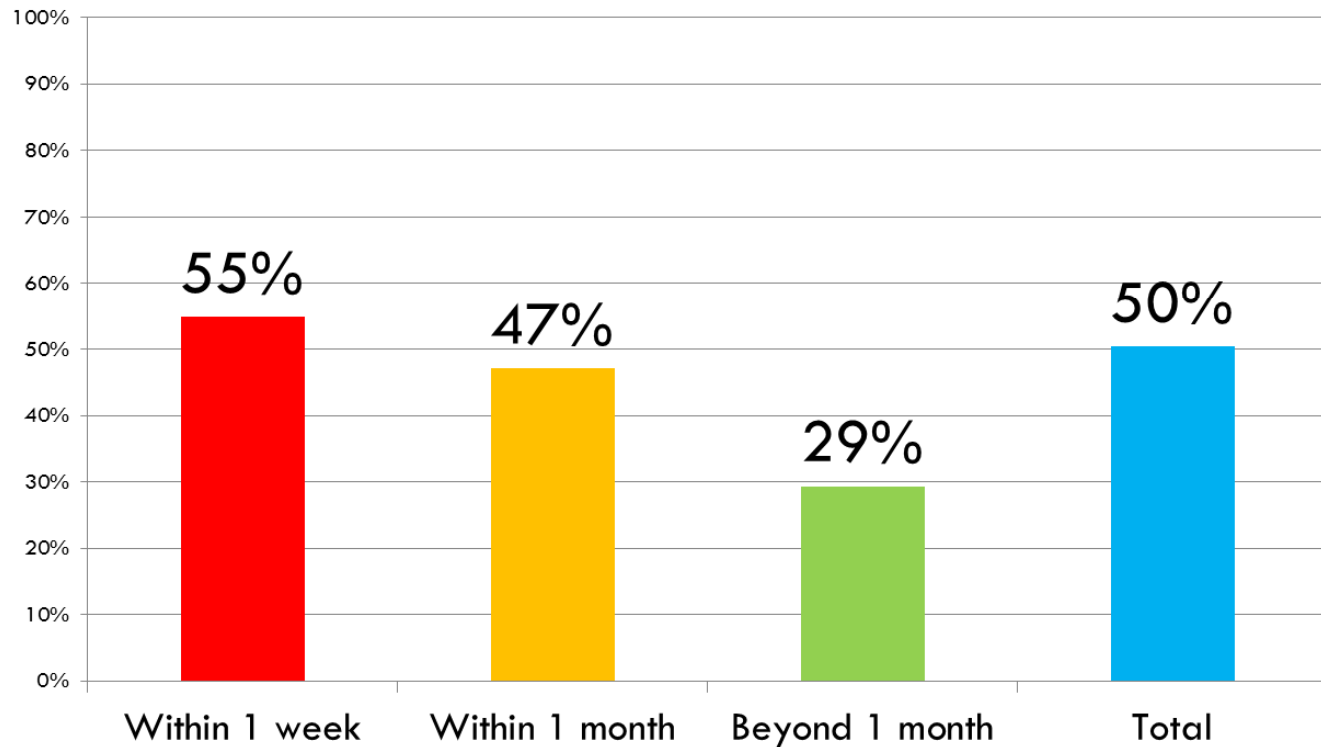
- 1) Primary Care Walkin/Urgent Patient slots filled with scheduled patients
- 2) Specialty Next Available Appointments too far out
- 3) Show Rate for scheduled appointments is low
 - New Patient 50%
 - Followup 60%



Specialty Scheduling is Time Sensitive



New Patient Show Rates by Time to Appointment





Goals



- 1) Ensure Availability for Urgent Primary Care appointments
- 2) Ensure Availability for New Patient Referral Evaluations in Specialty Practices
- 3) Improve Show Rates and Improve Scheduling Accuracy



Solution



“MLM” Logic to enforce a specific time interval for requested appointment

48 hours for urgent

7 days for specialty new

Educate Patients, Providers and Managers as to the purpose of the rules



Results



Improved Availability for Urgent Primary Care appointments requested within 48 hours

Improved Availability for specialty appointments within 7 days

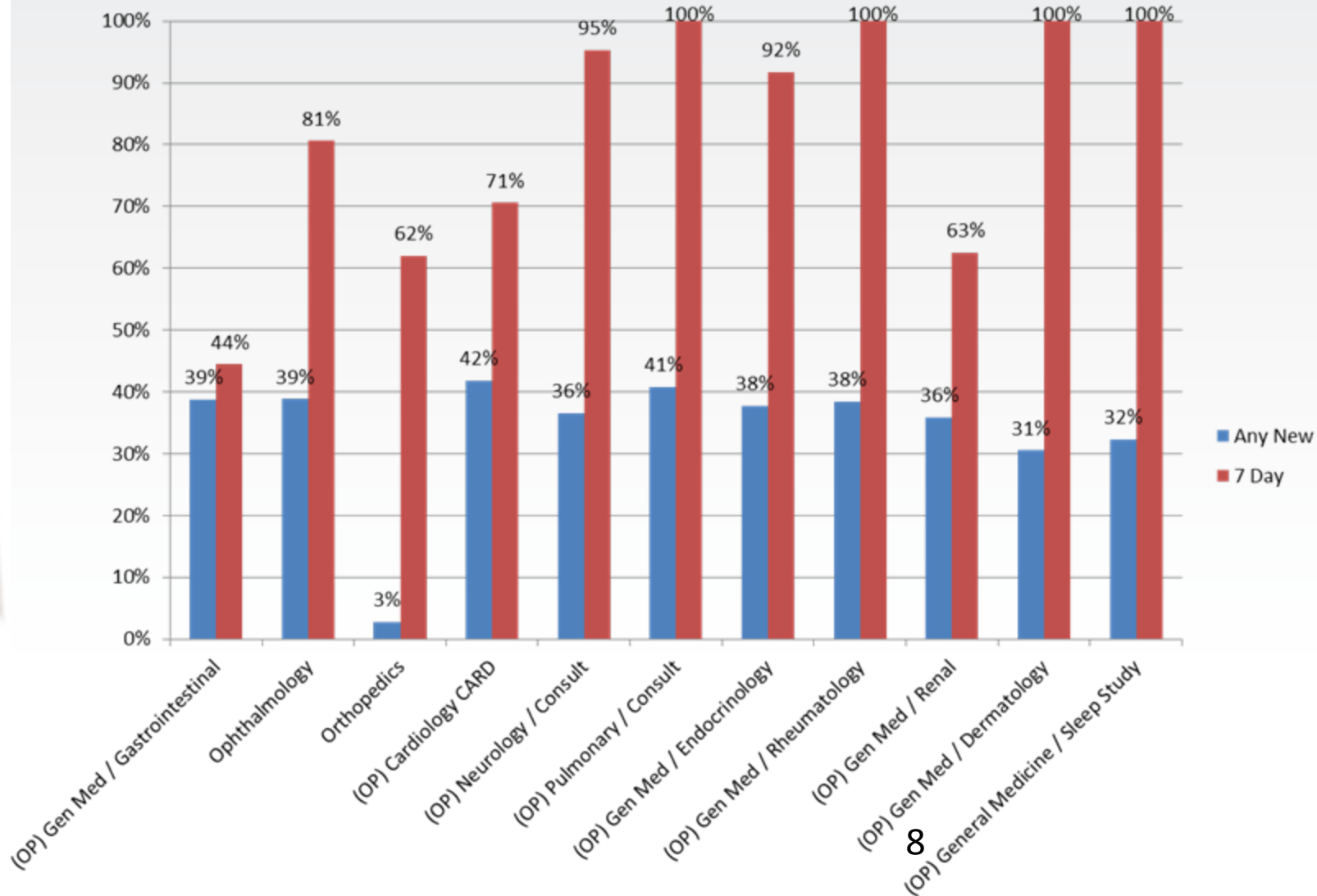
Improved Show rates for Scheduled Appointments

Reduced wait times



Show Rates by Appointment Types

New Patient vs 7 Day Appointments





Acknowledgements



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