

SPECIALTY CARE UPDATES

January 2020

KEY METRICS FOR ACCESS — SPECIALTY DASHBOARD

Wait Times – 3rd next Available Non-Urgent Appointments

- Specialty Department Access
- Physician Specific Access
- Location Specific Access

Referral Processing Times

- Clinic Referral Staff Processing via Referral Module
- Referral Center Processing

Referral Volumes

- Per Specialty
- Per Location

Clinical Efficiencies

- Clinician Average Visit per half-day
- No Show/Cancellations/No Fill rates

WAIT TIMES – 3RD NEXT AVAILABLE

Summary of Most Impacted Specialties:

- Department Specific
 - Over 60 days –
 - **Cardiology**
 - **Dermatology**
 - **Hepatology**
- Physician Specific Access
- Location Specific Access

Department Summary	as of 11/2/19	12/1/2019	1/1/2020
Cardiology	63	53	62
Dermatology	86	92	82
Endocrine	21	26	23
ENT	14	14	25
General GI	76	62	51
Colon Ca Screen	18	13	18
Hepatology	86	75	79
HCV	12	9	13
UGI	18	19	19
ID	11	10	13
Nephro	35	27	34
Ortho	12	12	14
Pulmonary	20	14	21
Rheumatology	31	28	27
Peds Ortho	21	25	17
Peds Neurology	32	45	48
Podiatry	28	22	30

PHYSICIAN AND LOCATION SPECIFIC

Next Available Consultation				As of	1/1/2020		
Specialty	Next Available	2nd Available	3rd Available	Next Available in Business Days			
<u>CARDIOLOGY</u>				1st	2nd	3rd	
Abdi-Moradi, Nitzel, Dharwat, Olson - Magnolia	6/8/2020	6/15/2020	6/22/2020	110	115	120	
Abdi-Moradi, Nitzel, Dharwat, Olson - SV	3/17/2020	3/24/2020	3/31/2020	52	57	62	
Abdi-Moradi, Nitzel, Dharwat, Olson - Las Posas	4/23/2020	4/30/2020	5/7/2020	79	84	89	
Abdi-Moradi, Nitzel, Dharwat, Olson - SPHC	4/15/2020	4/22/2020	4/24/2020	73	78	80	
S. Abdi-Moradi - VCMC	4/22/2020	4/24/2020	5/18/2020	78	80	96	
A. Dhartwat - VCMC	4/17/2020	5/11/2020	5/13/2020	75	91	93	
Olson - VCMC	4/27/2020	4/29/2020	5/1/2020	81	83	85	
Nitzel - VCMC	5/4/2020	5/6/2020	5/8/2020	86	88	90	
<u>DERMATOLOGY</u>							
D. Chambers - MSCW (New)	7/10/2020	7/17/2020	7/24/2020	134	139	144	
D. Chambers - MSCW (TBSE)	5/1/2020	5/15/2020	5/22/2020	85	95	100	
R. Lynn - MSCW (New)	5/14/2020	5/21/2020	5/26/2020	94	99	101	
R. Lynn - MSCW (TBSE)	4/23/2020	4/27/2020	4/28/2020	79	81	82	

REFERRAL PROCESSING TIMES

- Clinic Referral Staff Processing
 - Referral Module
 - Barriers
 - Referral Requirements – labs, imaging, studies
 - Now – No Requirements for Medical Specialty Referrals
- Referral Center Processing
 - Processing – Once approved, submitted to referral Center, Calls made to the patient to book

REFERRAL VOLUMES

Now tracking through the Referral Module:

of Referrals Per Specialty

of Referrals Per Location

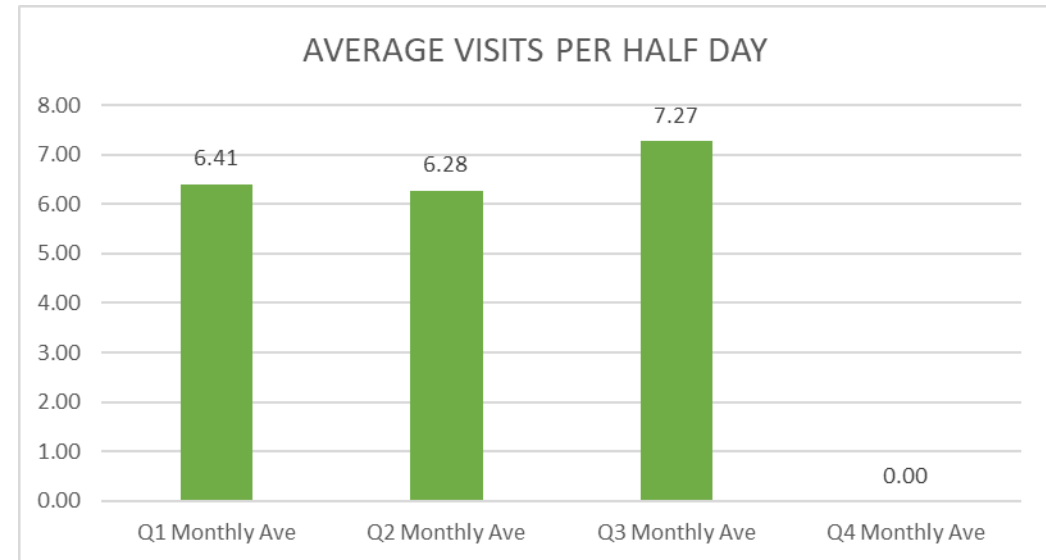
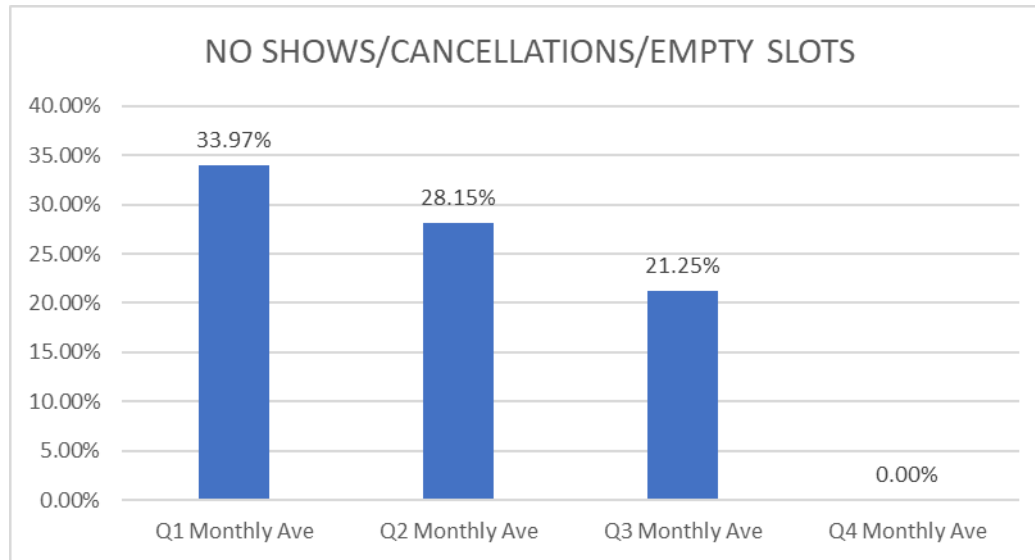
Allows for real-time allocation of resources

CLINICAL EFFICIENCIES

- Clinician Average Visit per half-day
 - Specialty Specific
- No Show/Cancellations/No Fill rates
 - Clinic Specific

CLINICAL EFFICIENCIES

Clinic-Based Specialty Performance Dashboard



WHAT COMES NEXT?

Partnering with Clinics, Referral Staff and Clinicians

Seeking the Areas of Clinical Need

- **Adjusting Schedules –**
 - Increasing the number of new patient slots
 - Adding in additional Clinic days to meet the need – Cardiology adding 2 extra half-days per week of clinic in February
 - Ex – Adjusting time spent doing Stress Tests towards time in Clinic
- **Movement – New Locations** to fit referral volume patterns

MOVEMENT — NEW LOCATIONS

GI/Liver clinic at WV — Dr. Sagar

Oncology - Oncology clinic in Simi — Dr. Sarkissian

Dermatology — pending recruitment Oxnard and Simi

WHAT COMES NEXT? ADDITIONAL CLINICIANS

Recruitment

- Rheumatology
- PM&R
- Dermatology (PA/NP) – adult and pediatrics

WHAT COMES NEXT? - INNOVATION

E-Consultation –

an efficient form of Tele-Medicine

Consultation Response Times within **48 Hours**

Direct PCP-to-Specialist Communication

Billable Consultations

Shown to **Improve access** up to 30%

17 Total Specialities -

Adult and Pediatric Specialties

+7 New Specialties and counting –

General Surgery

Orthopedic Surgery

Breast Surgery

Oncologic Surgery

Trauma Surgery

Colorectal Surgery

Bariatric Surgery

E-CONSULT

PowerChart Organizer for Ahl, Scott G DO

Address Book

Internal

Type a name or select from list:

econsult

Show names from: Global Address Book

Personnel Pool Distribution List

Right click to add/remove a name in the personal address book

Name	Position
eConsult, Addiction Medicine	Physician IP/Ambulatory
eConsult, Cardiology	Physician IP/Ambulatory
eConsult, Dermatology	Physician IP/Ambulatory
eConsult, Endocrine	Physician IP/Ambulatory
eConsult, ENT	Physician IP/Ambulatory
eConsult, Gastroenterology	Physician IP/Ambulatory
eConsult, Hematology Oncology	Physician IP/Ambulatory
eConsult, Infectious Disease	Physician IP/Ambulatory
eConsult, Medical Bariatrics	Physician IP/Ambulatory
eConsult, Nephrology	Physician IP/Ambulatory
eConsult, Neurology	Physician IP/Ambulatory
eConsult, OBGYN	Physician IP/Ambulatory
eConsult, Pediatric Dermatology	Physician IP/Ambulatory
eConsult, Pulmonology	Physician IP/Ambulatory
eConsult, Rheumatology	Physician IP/Ambulatory
eConsult, Urology	Physician IP/Ambulatory

Send to: Name

More

Add Remove

OK Cancel

ONGOING PROJECTS

Continue to Seek Improvements from Referral System

Working with Clinics on Efficiencies, Call-Backs, Reducing Cancellations/No Shows/
No Fill rates

Working with Clinicians to improve Patient Workflows, Billing and Documentation

Continue to expand to meet the growing need