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THE ISSUE



Evidence from CG-CAHPS survey and employee engagement surveys suggested that the present AU Health system is not reaching all of its quality care goals nor felt as if they were providing quality care.

Barriers included to reach goals included staffing, multiple organizational name and leadership changes, the changing healthcare delivery system, and the state of our present generational culture.

AU Health has implemented a Patient Service Center that is designed to focus on specific targets for our provider clinics in order to provide the highest quality of care to our patients and become a leader in our region.

FOCUS

- Improve patient experience scores



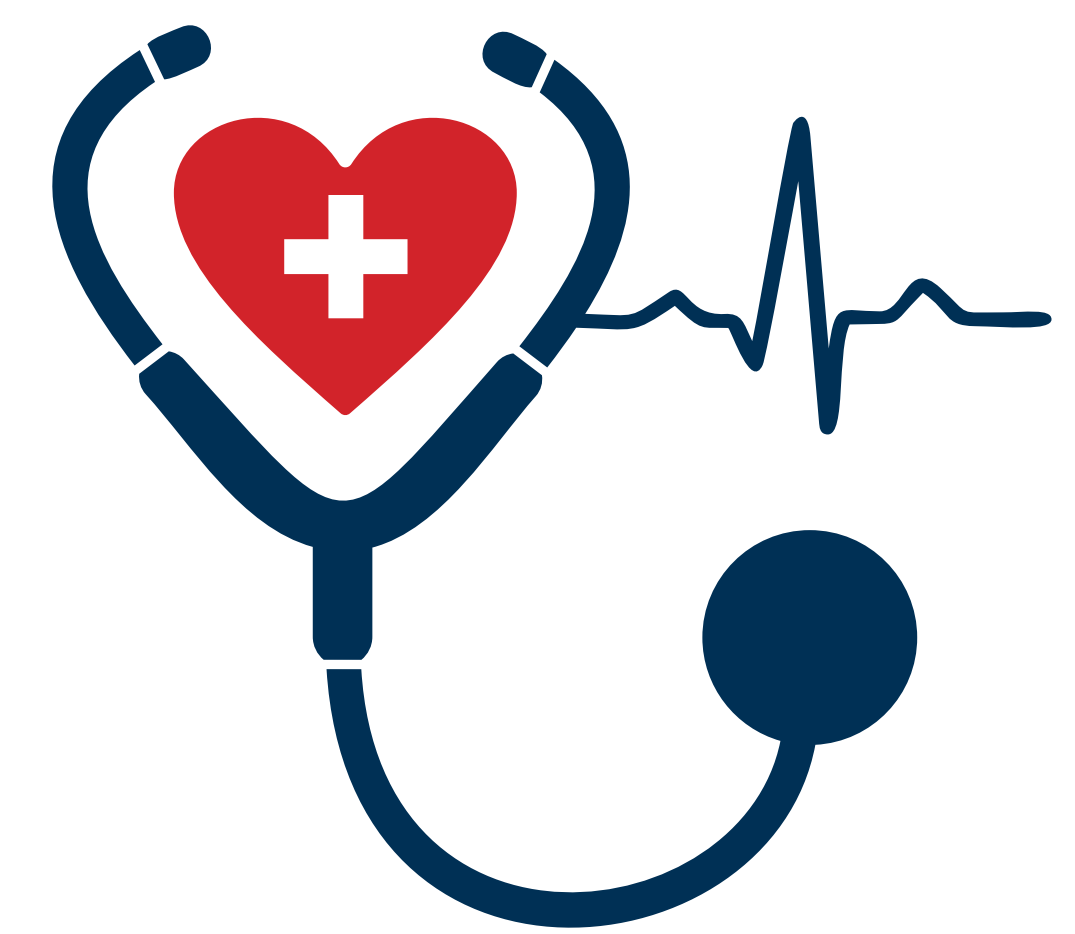
- Improved refill request turnaround times



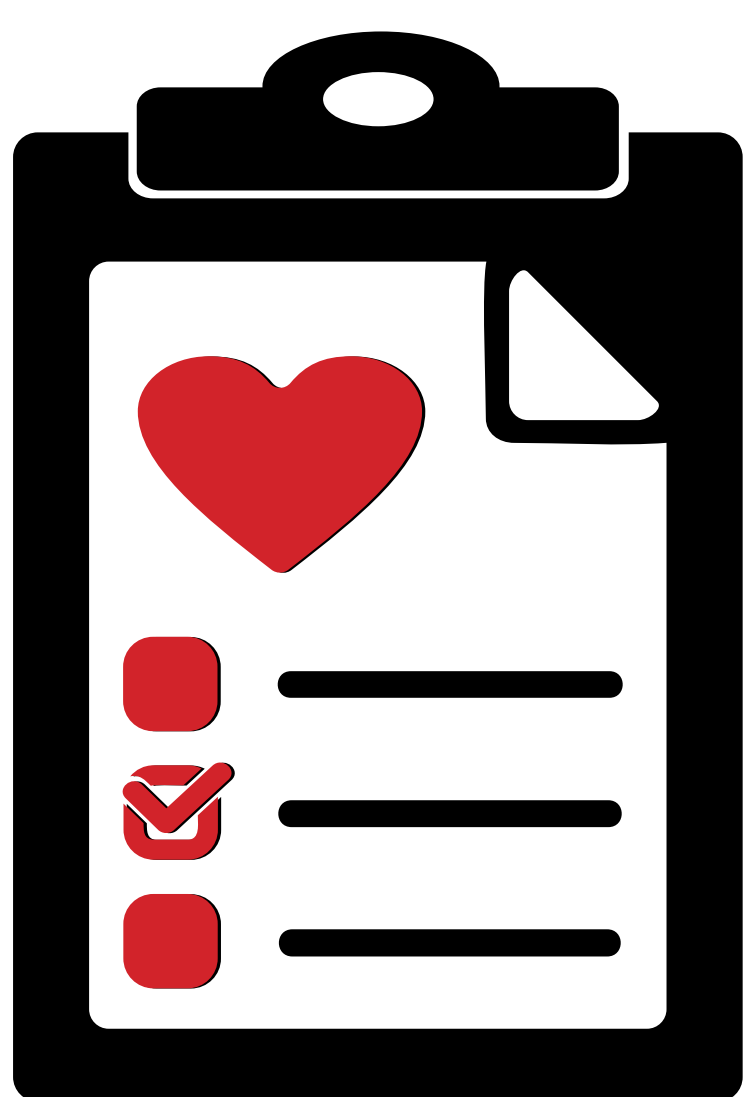
- Improve medication adherence by improved turnaround times



- Increase time for direct clinic care time



ACTION STEPS



The AU Health Patient Service Center identified deficiencies in current workflow and collaborated with Internal Medicine physicians to create clinic protocols that would support improved quality care and refill turnaround time. The new workflow included strategies that allowed the provider and clinical staff more time for direct patient care, and removed the non-face-to-face tasks out of the clinic, into a centralized department.

SUMMARY OF RESULTS

PHYSICIAN	BEFORE TIME	AFTER TIME	IMPROVEMENT RATE
PHYSICIAN A	00:19:13	00:02:51	84%
PHYSICIAN B	00:22:22	00:16:51	25%
PHYSICIAN C	02:03:02	00:03:20	94%
PHYSICIAN D	02:02:11	00:03:07	94%
PHYSICIAN E	00:19:40	00:01:58	94%

Launched in August 2017, above is the pre- and post- turnaround time from August through October for the pilot Internal Medicine physicians.

Since August 2017 a total of 400+ providers have been enrolled in the AU Health Patient Service Center.