

Access Model for Improvement

Team should plan three elements:

1. Aim

Clear, Time Specific, Stretch, and Valuable to patient
(edit for your team ...)

- *The AIM of the _____ CHC is to provide same day access for any appointment by (date)_____ .*

2. Measures

(who will track them, when, and how?)

Outcome Measures

- Third Next Available Appointment, tracked weekly (worksheet).

Process Measures

- Demand, tracked continuously every day (worksheet).
- Supply, tracked weekly, for each day (worksheet).
- Backlog, tracked as needed (worksheet).

Balancing Measures

- Continuity of care, tracked monthly (worksheet)

3. Change Concepts

(who will do what when? Tasks and PDSAs)

List ideas, things others have tried, hunches, and evidence.

- Balance demand and supply daily
- Work down backlog
- Reduce appointment types
- Increase Continuity
- Develop contingency plans
- Reduce demand
- Increase the supply through Efficiency
- Monitor measures and outcomes

