

2012 Military Health System CONFERENCE



Family Health Initiative/ Access-Compassion- Excellence

Implementation of expanded appointment time

MHS 2012: Healthcare to Health

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Introduction

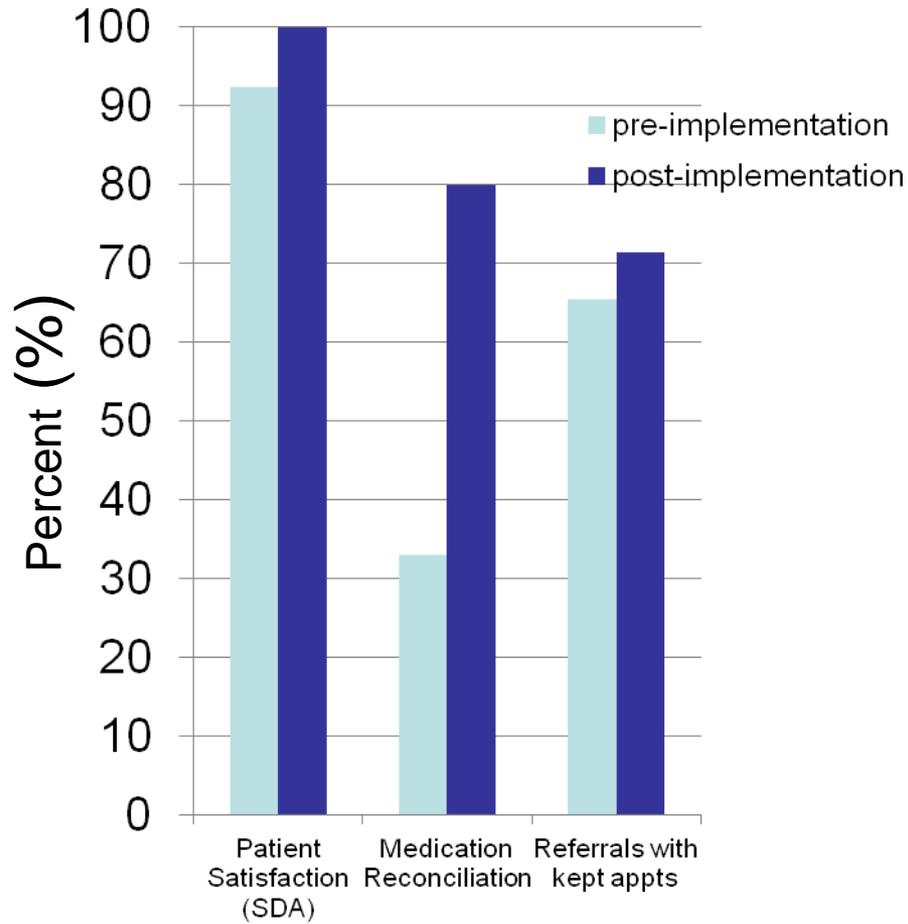
- Recurrent patient complaints in clinic
 - Frustration at having to recount history multiple times
 - Inability to address multiple issues each visit
 - Lack of face-to-face time with provider (often <10min)
- Shortened provider time due to:
 - Arrival delays
 - Prolonged patient intake form completion
 - Lengthy technician initial assessment
- Hypothesis: Via innovative FHI template, maximizing support staff skills and time with the provider will improve patient/health team satisfaction and metrics

Methods



- Changes to clinic:
 - Appointment time doubled to 40 minutes
 - 20 min for technician, 20 min for provider
 - Visits staggered between two technicians
 - Patient education products standardized
 - Electronic medical record access streamlined
 - Support staff non-FHI duties decreased
 - Technician training implemented
 - Focused assessment/Population health management
- Outcome measures (Sept-Dec11):
 - Patient and Health team satisfaction surveys
 - Centralized AFMS/MHS data system metrics

Results



- Post-implementation, pilot team technicians voiced improved team dynamics, communication and use of skill set
- Awaiting Dec 2011 HEDIS metrics

Conclusions & Recommendations



- Preliminary data suggest improved outcome metrics are achievable in 3-6 months
- 579 MDG expanding FHI/ACE template to all family medicine and pediatric teams
 - Low cost, sustainable and reproducible
- Future goals:
 - Creation of MTF Tool Kit
 - Creation of Medical Technician phase II training Tool Kit