

Emerging Patient and Family Engagement (PFE) Story Template

Briefly tell us your story of patient and family engagement and how it helped improve outcomes in health, safety, quality, and patient-centered care in your practice.

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PTN/SAN: VCSQI SAN 2.0	

Emerging Story Information

1. **Your Story:** The what, the why, the how, the who, and the impact:

What was the change?

Reduce the wait time for patients

Why did you initiate it, i.e., the need for the change?

We had surveys in the waiting room and couple of them showed that the wait time was too long.

How did you implement it: key steps and strategies?

I monitored clinic wait time through the EMR from the time that patient was checked in, roomed and checked out.

I also looked at the difference in wait time between New patients and Existing patients.

We found that New patients took longer because of the paperwork that they needed to complete.

For example a new patient arrives at 10:00 am, roomed at 10:25 am and checked out at 11:30 am.

An Existing patient arrives at 10:30, roomed at 10:40 and checked out at 11:15.

We came up with the following plan: instead of scheduling 2 new patients and 1 existing at the same time we implemented the following:

Mail New Patients the paperwork so they can fill it at home or complete it online (saving 20 minutes).

Schedule 1 New Patient in a one-hour slot / Existing patient in a 30-minute slot/with a 30 minutes overlap> While the doctor is seeing the new patient, the MA is getting vitals for the Existing patient, so patients don't wait more than 10 minutes total.

In addition, when a complicated case is taking more of the physician's time we come out to the waiting room and inform them the doctor is running a little bit behind.

Who was involved?

**Front Desk
Scheduling
Office Manager**

How has your work helped to improve patient-centered safe, quality care in your practice?
Patient complaints of wait time have decreased. Follow up and monitoring of wait time through the EMR also supports the decrease in wait time.

2. **Improvement Measures:** Please provide any specific measurements (esp. outcome measures or patient reported outcomes) that demonstrate care is safer, of higher quality and results in improved patient outcomes and reported patient satisfaction.

The patient/caregiver felt respected as noted by: **Patients felt that we cared since we listened to their complaints and worked on fixing it.**

Harm or medical error was avoided as noted by: **[Enter Response]**

There was innovative use of technology that improved outcomes or the care experience:

An innovative care delivery method was used:

[Describe the method and how it was used]

Improved ability to adhere to evidence based medicine or medication regimen was realized: **[Briefly describe how]**

Care was coordinated between providers on behalf of the patients: **[Briefly describe how]**

Improved perception of care or expression of satisfaction from patients/families (e.g., letter to organization): **[Briefly describe how]**

Clinical outcomes were improved: **[Briefly describe how]**

Other **Patient's wait time was reduced, positive attitude and behavior**

3. **What worked:** Please describe your greatest insights about what worked and what contributed to the success (i.e. changes in structure, process or outcome measures).

Provided new patients required paperwork in advance of clinic appointment.

Changing how new and existing patients are scheduled.

4. **Challenges and/or Barriers:** What challenges did you encounter and how did you overcome them while implementing the change?

The main challenge is that the wait has a domino effect that trickles through the entire schedule. Complicated cases may still contribute to unexpected wait time.

5. **Sustaining the Vision:** What is the practice’s vision for sustaining improved patient reported outcomes and patient satisfaction based on your insights of what worked.

Changing the work flow for bringing new patients into the practice.

Changed the automated scheduling process to balance the clinic appointments between new and existing patients.

6. **PTN/SAN Assistance:** How did the Transforming Clinical Practice Initiative prompt your practices to initiate/enhance the PFE effort you are describing?
We began this effort prior to joining PTN but we are excited about the PTN/SAN initiative that is delivering new ideas that can help us continue to enhance patient and family engagement in our practice.

7. **Through what means did the PTN or SAN prompt your practice to strengthen the PFE effort?**

- Webinar
- Newsletter
- In-person event

8. **PFE Metrics:** Does your story link directly to any of the Transforming Clinical Practice Initiative Patient and Family Engagement (PFE) metrics? Please check all that apply.

Metric 1. Patient & Family Voices in Governance & Operational Decision: There policies, procedures, and actions taken to support patient and family participation in governance or operational decision-making of the practice (Person and Family Advisory Councils, Practice Improvement Teams, Board Representatives, etc.).

Metric 2. Shared decision making: Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, concerns and desired outcomes into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc).

Metric 3. Patient Activation: The practice utilizes a tool to assess and measure patient activation.

Metric 4. Patient Connection to the Information They Need: The practice uses an e-tool (patient portal or other E-Connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication management list, vitals and other information and patient record data.

Metric 5. Health Literacy: A health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set).

Metric 6. Medication Management: The clinical team works with the patient and family to support their patient/caregiver management of medications?

9. **Patient and Family Engagement Concepts:** How did your practice incorporate at least one of the 4 PFE Change Concepts?

Listen to patient and family voice: Implement formal systems for hearing the patient and family voice and using this input for strategic, quality, and business planning and performance success (Patient/Family Advisory Councils, Quality Improvement Committees, etc.)

Respect values and preferences: Respect patient and family values, preferences, and expressed needs

Collaborate with patient and families: Actively engage patients and families to collaborate in goal setting, decision making, health-related behaviors and self-management

Be aware of language and culture: Assess and communicate in the preferred language, at an appropriate literacy level, and in a culturally appropriate manner

Supporting Information

Resources and Tools: Please provide examples or attach copies of tools or other materials that you used to bring about change in your practice.

Our practice is willing to share our story on a webinar or a recorded podcast or some other media if contacted by the program

We give our permission for the information to be shared on <http://www.healthcarecommunities.org> or within the TCPI community

Additional successes relating to PFE you would like to share if you have other changes that have taking place please outline below.