

Improving Access: Problem Solving Your Access Challenges

Catherine Tantau
Tantau & Associates
530-273-6550
ct@tantauassociates.com
www.tantauassociates.com
© Tantau & Associates

1

Objectives

- Problem solve your specific Access challenges.
- Learn common pitfalls that may interfere with progress
- Explain sequencing of High Leverage Changes for Advanced Access
- Have teams assess current status of their work and develop plans to accelerate change.

2



Sequencing for Advanced Access

Many options; one example of a tested path

- Set Access Aim
 - Measure delay for routine appt for each provider
 - Measure Demand and Supply

These are not necessarily linear, consider parallel processing...

- Empanel patients with a PCP and promote Continuity
- Match Demand and Supply, daily
- Work down the Backlog
- Simplify appt types and time
- Develop Contingency Plans
- Reduce demand for unnecessary visits
- Optimize the Care Team

- At every step...
 - Track and display data at least monthly
 - Celebrate successes and failures!

© Tantau & Associates 4

Pitfalls...

- Dumbing down your aim
- Sacrificing continuity
- Failing to continuously measure Demand and Supply
- Not sharing data with everyone
- Getting weary
- Some never make it.

© Tantau & Associates 5

AA Pitfalls and Remedies...just a sampler

Pitfall	Remedy
Dumbed down aim	Gold Standard, Transformative nature of the work
Poor Continuity	Empanel pts and promote PCP and Care Team for every interaction.
Demand, Supply measurement stopped	Make it someone's job. Anticipate, discuss and plan for shortfalls in advance. Don't hide.
Not sharing data	Display data, wailing wall, agenda item at every mtg.
Getting weary	Celebrate everything, discuss why some things fail and learn, 1;1's
Some never make it	Understand why, offer to help, protect those who are successful, hold all accountable to Access standard.

© Tantau & Associates



Questions????

7

It's a rough journey, like no other,
with a happy ending!

