

Path to Care: Leading Access Transformation

Right Care Right Place Right Time

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Referral Management

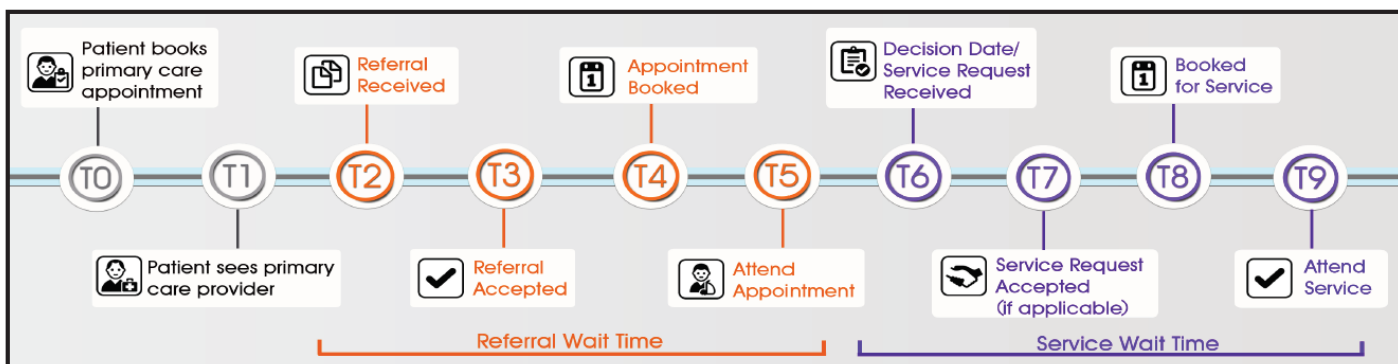
- Communicate referral received within 7 days to referral source
- Communicate referral accepted (appointment details or estimated wait time) within 14 days to patient and referral source
- Communicate referral decline within 14 days to referral source
- Communicate wait list status every 3 months to patient and referral source
- Communicate outcome of initial appointment within 30 days to referral source
- Establish communication processes for declined and incomplete referrals
- Develop referral guidelines by reason for referral
- Maintain information in the Alberta Referral Directory (ARD) and Inform Alberta (IA)

Wait List Management

- Develop access targets by reason for referral
- Utilize wait list in scheduling decision process
- Review wait lists regularly
- Track missed, rescheduled and cancelled appointments and associated reasons
- Develop guidelines for missed, rescheduled and cancelled appointments
- Standardize appointment confirmation process

Wait Time Management

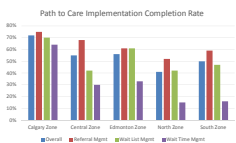
- Standardize data capture to Path to Care definitions
- Measure and understand where wait occurs
- Set performance targets and take action to improve
- Utilize referral management and wait list management tools



Albertans are concerned about access to scheduled health services. They want to know that when they and their loved ones require care, it will be available in a timely and effective manner.

Original Findings:

- Lack of communication between primary care, specialty care and the patient.
- Minimal standardization observed leading to delays in accessing specialty care, incomplete and inappropriate referrals and system inefficiencies.



Path to Care was developed to establish referral, wait list, and wait time management standards through implementation of the Wait Time Measurement, Management, and Reporting of Scheduled Health Services policy.

Define Opportunity

Our experience shows that a systematic and thoughtful approach to change management (PROSCI – ADKAR) allows for more successful outcomes for patients.



A current state baseline assessment is completed using various methods such as an Access Assessment Tool, Process Mapping, etc., to strategize where efforts should be focused.



Build Understanding

Path to Care assists scheduled services by defining and building understanding around specific opportunities for improving referral and access management.

Goals are to:

- Ensure closed loop communication occurs between patients, specialty and primary care
- Standardize scheduling processes, and management of wait lists
- Standardize data capture, understand where wait occurs and utilize data to drive improvements

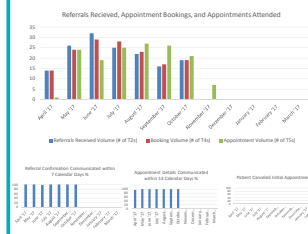
A comprehensive tool kit has been developed to support leading access practices.



Act to Improve

Sustaining the efforts of practice change, such as the implementation of standardized referral management through process improvement, is noted to not only ensure that patients receive the best care possible but also that investments made in knowledge acquisition and transfer are not wasted.

Collecting data on referrals, scheduling and appointments is just one of many data sets that can be utilized to ensure referral management, wait list and wait time management is maintained.



Sustain Results

Patient Outcome Improvement

- Patient safety
- Patient and provider experience
- Provider collaboration
- Communication with referring sources, patient, and specialty care
- Patient journey and health outcomes

