

Administrative Staff Work Assessment in Advance of PFA Rollout



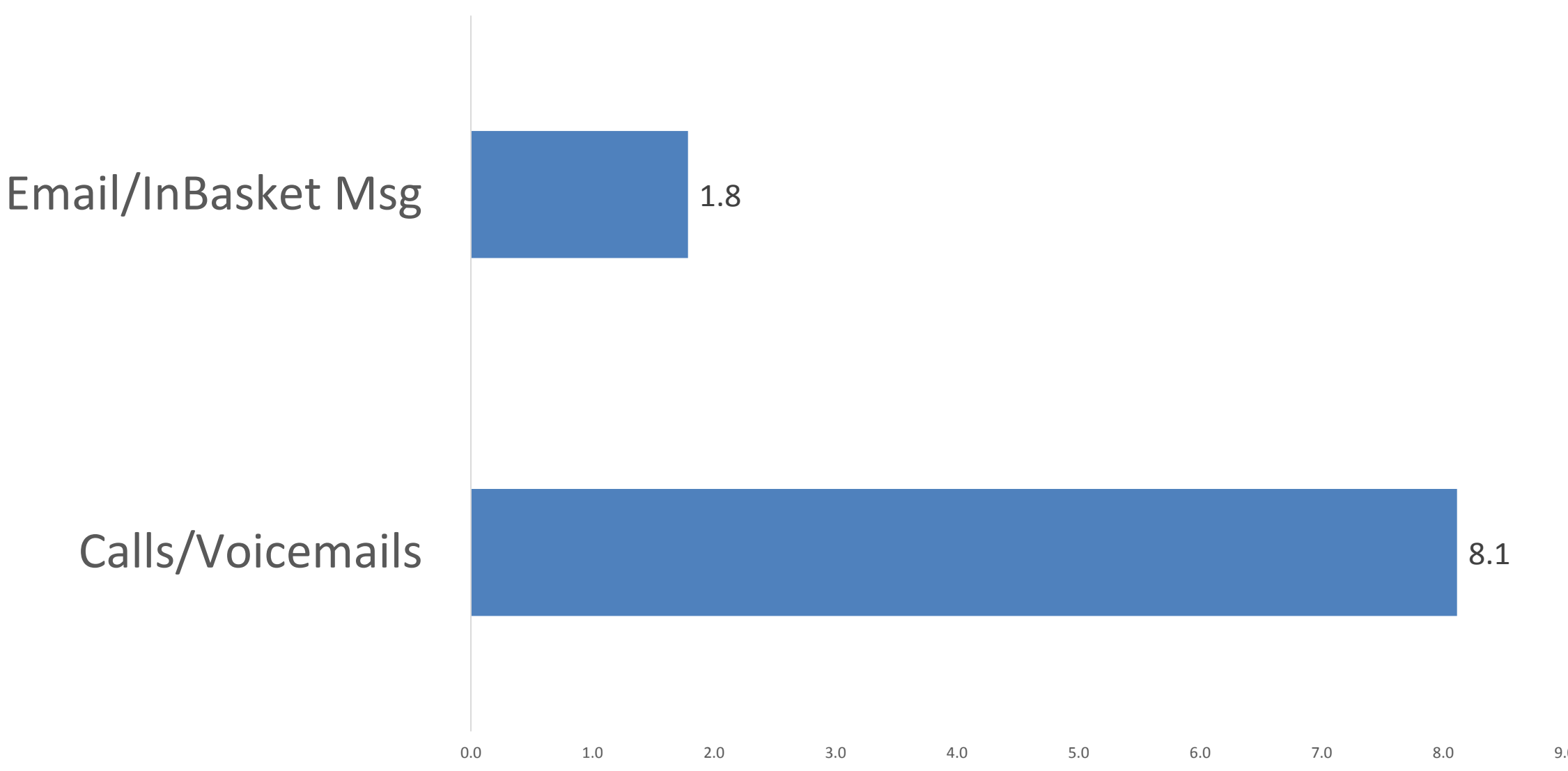
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SUMMARY: Patient Friendly Access (PFA) is a centralized-scheduling department within UVA. Pediatric GI is the third clinic to transfer responsibility for scheduling calls to the central team, away from the administrative team. The rollover was initially attempted in January, but was unsuccessful due to the lack of experience of the schedulers and the volume of triage messages for the Peds GI clinic. In advance of the July rollout, PFA staff were further trained, but an assessment was needed to determine the level of work required to be absorbed by the triage nurses and other staff. OSE found that close to half of the AA's time was spent supporting the nursing team, which would need continued monitoring to determine the need for additional support. We also found opportunities to reduce the workload on the staff by reserving urgent appointments to reduce wasted time searching for appointment slots to double book.

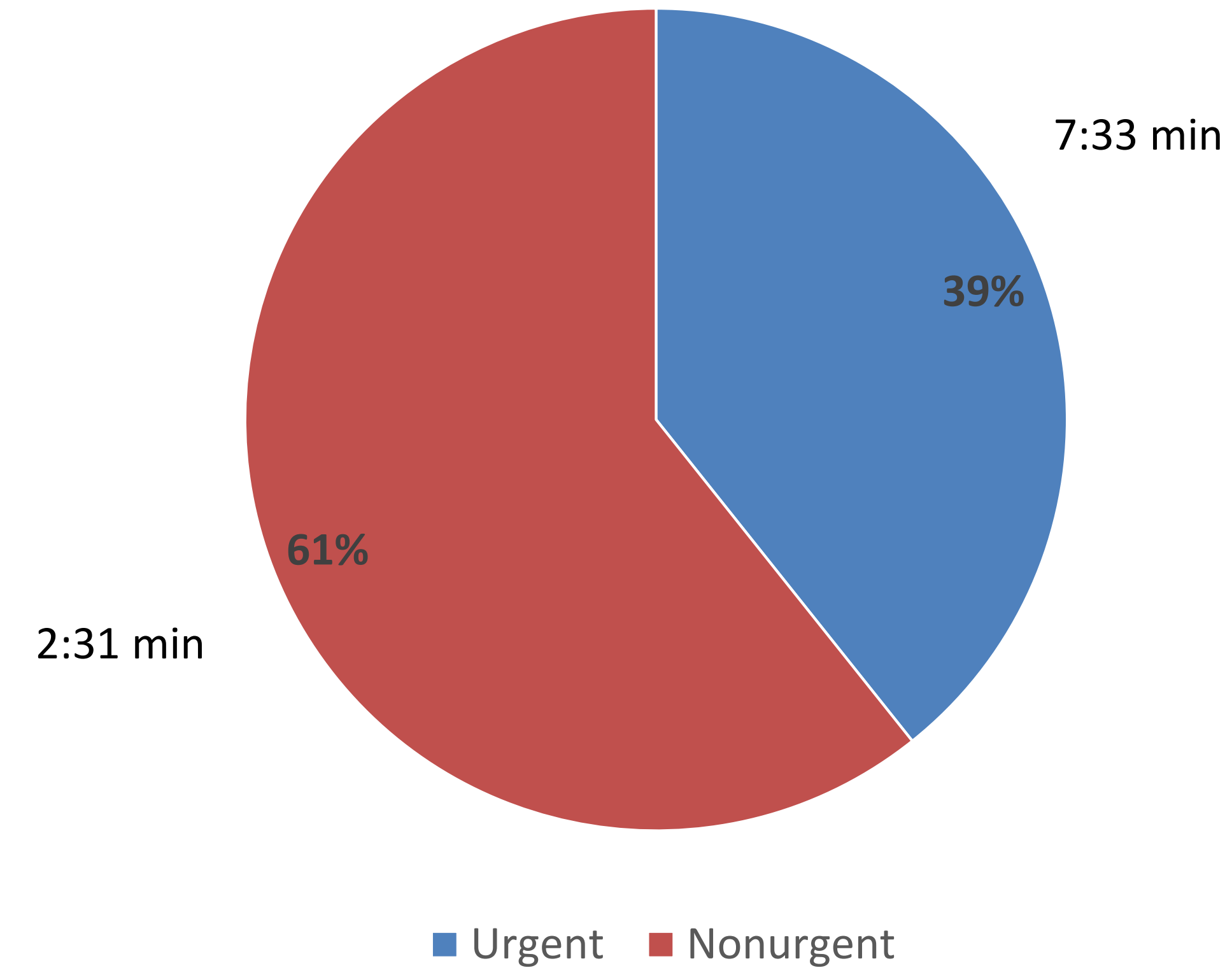
Tasks Performed by Peds GI Administrative Assistant

- School of Medicine**
 - Credentialing paperwork
 - Updated templates in Outlook
 - Schedule attorney call
 - Help Desk/IT request from doctor
- Office Care Team**
 - Patient requests for doctor or nursing consult to ask questions and discuss symptom changes and treatment plan
 - Patient, pharmacy or treatment facility requests for prescriptions, orders or charts to be sent or resent
 - Patient requests for results from labs, study, procedure
 - Letters to schools, camps, and patients
- PFA/Scheduling**
 - Patient or referring provider calls to request an urgent appointment
 - Patient calls to schedule, cancel or reschedule appointment
 - Communicates appointment changes to PFA and monitors to ensure changes made
 - Updates patient contact information in Epic
- Miscellaneous**
 - Maintains general email inbox for various issues (related to providers, office care team and appointment schedules)
 - HR issues (paycheck, PTO, etc)
 - Manages office supplies, paper mail
 - Requests for technical support

Average Incoming Communication per Hour



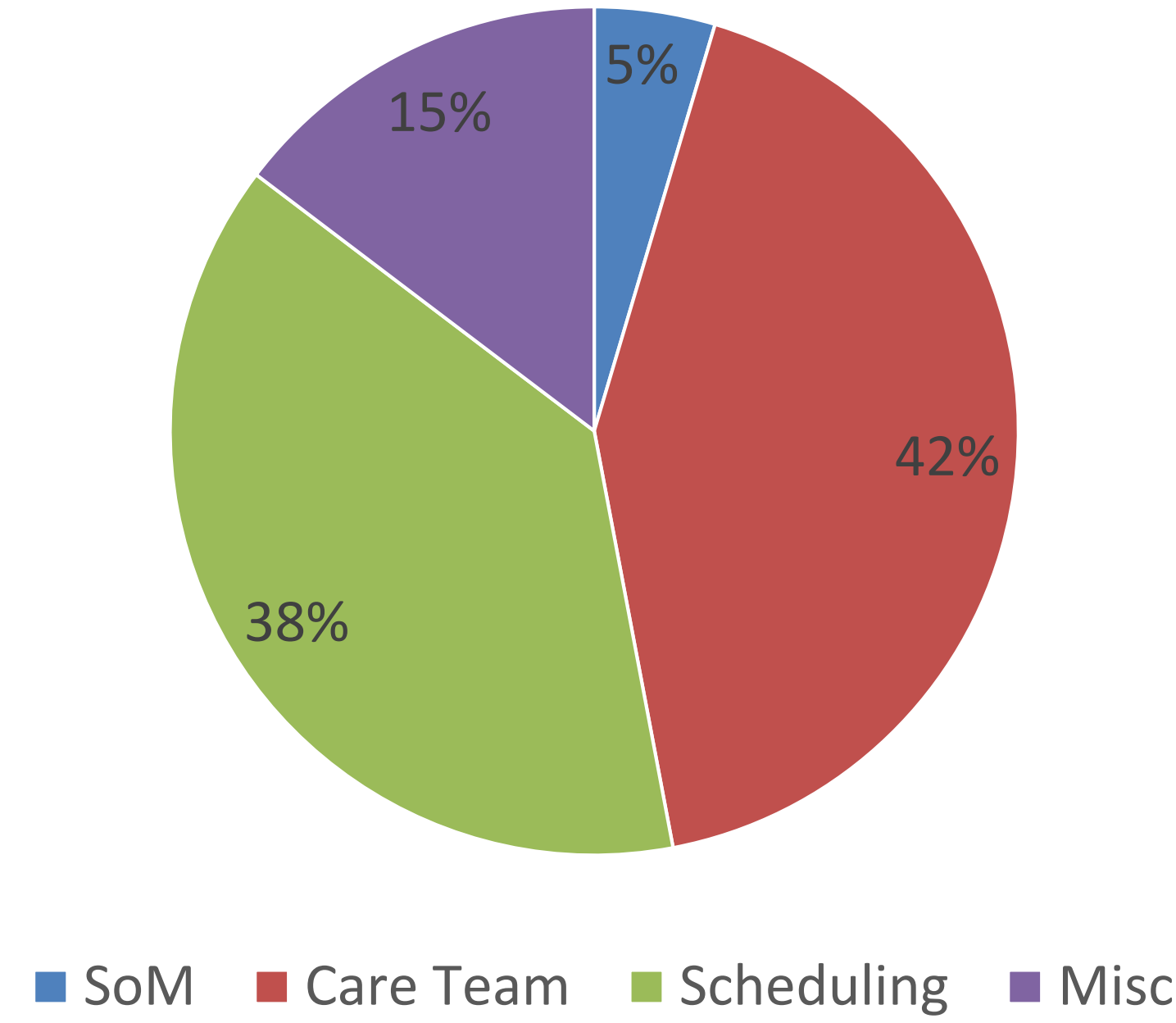
Scheduling Calls



Exploration

1 Through 30 hours of direct observation of the AA's tasks, OSE determined that she spent her time divided among supporting School of Medicine physicians, supporting the triage nurses, scheduling patients' appointments and general office tasks.

Time Spent by Administrative Assistant

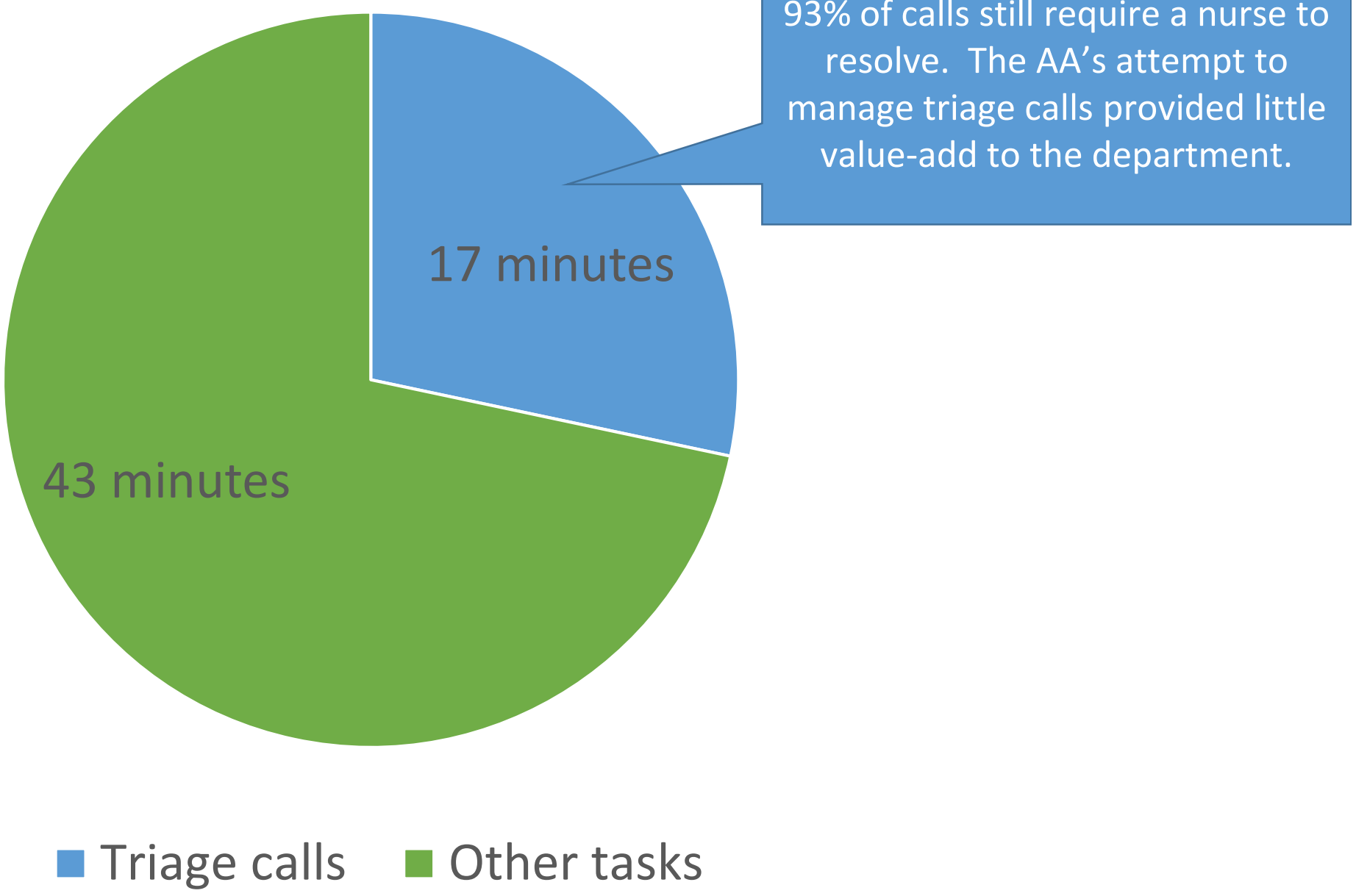


2 An analysis of the tasks performed and calls received shows that the bulk of the AA's time is spent scheduling appointments and supporting the triage nursing care team. Very little is spent supporting the School of Medicine physicians.

Evaluation

3 A deeper dive showed the volume of incoming communications received by the AA. She typically received 10 requests per hour, mainly via phone calls. She is interrupted 5 times per hour, resulting in wasted time while she reacquaints herself with the task she was performing.

Time on Triage Calls per Hour



4 In order to ensure that the time spent on tasks supports the Peds GI team, OSE analyzed the value of the tasks performed. To support the nursing staff, the AA would gather information and attempt to resolve the issue, if possible, before passing the call to the nurses. However, the vast majority of calls still required nursing input, making the time the AA spent not a value-add.

Recommendations

5 Analysis of the appointment requests the AA received showed an opportunity to reduce the time burden. Because appointment schedules were booked 4-6 weeks out, if a patient needed an urgent appointment, the AA and/or nurses would need to spend an extra 5 minutes looking through the schedules to find an acceptable time to squeeze in an appointment. OSE recommends reserving urgent appointments to accommodate patients who need to see the physician within the next two weeks.

Additionally, OSE recommends closely monitoring nursing workloads after the transition to PFA-scheduled clinic appointments and the dissolution of the AA role to ensure a manageable workload.