

# Quality Measurement and Improvement Worksheet

Clinical Measure		
<b>Measure 1: Same Day Appointment Availability</b>	<b>1. Measure selected for improvement; reason for selection</b>	<b>Reason:</b> Results from patient survey responses showed patient found it difficult to get in to our Sharon office for a same day appointment. We decided to increase percentage of reserved same day appointment slots, for both routine and urgent care, to ensure that there are enough available appointments to meet patient demand, thereby increasing patient satisfaction. At baseline, only 45% of appointments during a 5 day period were available at the beginning of each day for same day booking. The standing policy was: 4 same day openings per provider in the summer months and 6 same day openings per provider during the winter months.
	<b>2./3. Baseline performance measurement; numeric goal for improvement (6D 1)</b>	<b>Baseline Start Date:</b> 3/7/16 <b>Baseline End Date:</b> 3/11/16 <b>Baseline Performance Rate</b> 66/146=45% of total appointments available were available for same day booking <b>Numeric Goal Rate</b> 55%
	<b>4. Actions taken to improve and work toward goal; dates of initiation (6D 2) (Only 1 Action Required)</b>	<b>Action:</b> Four additional slots were reserved per provider per day to allow for same day appointments. These additional slots were permanently added on a year round basis. We updated our Appointment Access Policy to reflect this change and re-distributed to all providers and staff. <b>Date Action Initiated:</b> 4/18/16
	<b>5. Remeasure performance (6E 1,2)</b>	<b>Start Date:</b> 11/14/16 <b>End Date:</b> 11/18/16 <b>Rate</b> 89/154=57% of appointment slots were available for same day booking
	<b>6. Assess actions; describe improvement (6E 1)</b>	We exceeded our goal to provide more same day availability when weeks with similar same-day demand was present. We will conduct a re-measurement in May 2017 to determine if further adjustments need to be made.