## Project Description / Purpose

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| **Project Name:** | *Improving Appointment Completion Rates for Publicly Insured Patients* |
| **Clinic:** | *Main Street Healthcare Center* |
| **Process:** | *SDOH Processing* |
| **TIP 2.0 Process Milestone:** | *Health Equity* |
| **Project Description / Purpose** | |
| *Patients with public insurance often face barriers to accessing healthcare services, leading to higher rates of missed*  *appointments. This project aims to identify and address these barriers, ensuring that all patients have equitable access*  *to primary care services. The purpose of this project is to increase the percentage of completed primary care*  *appointments among individuals with public insurance, thereby improving access to healthcare and promoting health*  *equity within the patient population.* | |

## Project Overview

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| **Problem Summary:** | *Problem Summary:*  *Main Street Healthcare has observed a significant performance gap in the completion of*  *primary care appointments among patients with public insurance. Despite efforts to*  *provide high-quality care, Main Street has a high no-show rate and low appointment*  *adherence among this patient group. The current completion rate for primary care*  *appointments among patients with public insurance is 60%, compared to an 85%*  *completion rate among privately insured patients. This 25% performance gap indicates*  *that patients with public insurance are missing crucial primary care visits, which affects*  *their overall health outcomes and the facility's ability to deliver equitable care.*  *The impact on patients includes unmanaged chronic conditions, delayed diagnosis of*  *new health issues, and inadequate preventive care. Healthcare providers face increased*  *workloads and stress as they attempt to accommodate rescheduled appointments and*  *manage the health complications arising from missed visits. The high no-show rate*  *disrupts clinic operations, leading to inefficiencies, wasted resources, and scheduling*  *difficulties, impacting the overall workflow and morale of the staff.* |
| **Desired Outcome(s):** | *Key Deliverables*  *1. Barrier Analysis Report: Detailed analysis of the barriers faced by publicly*  *insured patients in completing appointments.*  *2. Intervention Plan: Comprehensive plan outlining the targeted interventions to*  *address identified barriers.*  *3. Educational Materials: Culturally and linguistically appropriate educational*  *resources for patients.*  *4. Training Programs: Training sessions for staff on the importance of health*  *equity and strategies to improve appointment adherence.*  *5. Progress Reports: Regular updates on the progress of the project, including key*  *metrics and feedback from patients and staff.*  *Project Goal*  *Increase the percentage of completed primary care appointments among individuals*  *with public insurance by 20% within three months.* |
| **Benefits:** | *Improving completed primary care appointments among patients with public insurance*  *enhances health outcomes through early detection and preventive care, reduces*  *healthcare costs by lowering emergency visits and hospitalizations, and improves patient*  *engagement and satisfaction by fostering trust and continuity of care. It promotes health*  *equity by addressing disparities and ensuring equal access to services, empowers*  *vulnerable populations, and optimizes resource utilization by reducing no-show rates*  *and improving clinic workflow. Additionally, it strengthens community health through*  *better population health management and public health initiatives, creating a more*  *efficient and equitable healthcare system.* |

## Timeline

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|  | **Description of Task and Completion Dates** |
| **Task 1** | *Planning and Analysis (Month 1)*  *- Form project team and assign roles.*  *- Collect and analyze data on appointment completion rates and barriers.*  *- Conduct focus groups and surveys with patients and staff.* |
| **Task 2** | *Intervention Development (Month 2)*  *- Develop targeted interventions based on barrier analysis.*  *- Create educational materials and training programs.* |
| **Task 3** | *Implementation (Months 2 and 3)*  *- Roll out interventions across the facility.*  *- Conduct staff training sessions.*  *- Distribute educational materials to patients.* |
| **Task 4** | *Monitoring and Evaluation (Month 3)*  *- Monitor appointment completion rates and gather feedback.*  *- Evaluate the effectiveness of interventions.*  *- Adjust strategies based on data and feedback.* |

\* Add new rows as needed.

## Project Scope

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| **In Scope Project Objectives** |
| *All primary care appointments for patients with public insurance, including Medicaid and Medicare* |
| **Out of Scope Project Objectives or Activities** |
| *Specialty care appointments, patients with private insurance, and non-primary care services* |

## Project Team

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| **Team Lead:** | Kim Briggs | **Project Champion:** | Kim Briggs |
| **Process Owner:** | Kim Briggs | **Process Manager:** | Kim Briggs |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| Kim Briggs | Kim Briggs | Kim Briggs | Kim Briggs |
| Kim Briggs | Kim Briggs | Kim Briggs | Kim Briggs |
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| **Project Team Members** | |  |
| **Name** | **Team Role** |  |
| Kim Briggs | Kim Briggs |  |
| Kim Briggs | Kim Briggs |  |
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## Signatures

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| **Process Owner** |  |
| **Project Champion** |  |
| **Team Leader** |  |