

**FACULTY PRACTICE GROUP – Ambulatory Operations**

STANDARDS AND GUIDELINES

UCLA Health System**SECTION:** Ambulatory Scorecard Metrics

REFERENCE #:

**SUBJECT:** Physician Clinic Cancellation– Bump Rate

PAGE: 1 OF 3

**APPROVALS:** FPG:  CAO-SC:  APCA:  EAC: 

EFFECTIVE: 05/2011

**PURPOSE:**

To assure access, quality service, patient satisfaction and optimal use of resources, the physician will provide ample notification of cancellation of session.

**POLICY:**

At the discretion of the Department, the designated Department leader has responsibility to ensure that all clinics operate as scheduled and to ensure faculty coverage is available. The Department Leader may chose to assign another provider to cover an absent provider' s schedule or request that “ make up clinics” be provided to assure access to the practice. Frequency of clinic cancellations or reschedules should be kept at minimum and result in a bump rate of less than 5%.

For a planned leave, the physician will provide a 4-week minimum notice. This allows the practice to notify the patient for rescheduling, provide coverage and change room assignments. If cancellation occurs due to an emergency, the physician will notify the Clinic Manager and will provide the information as outlined on the Clinic Schedule Change Form (Attached). A clinic may use their own method of communication; however it is recommended that the components of this form be used to assure the necessary steps take place to make the changes.

**REPORTING AND MEASUREMENT:**

The Physician Bump Rate will be monitored through the Ambulatory Scorecard which is distributed monthly. Bump rates are calculated by adding Cancelled and Rescheduled appointments with the Reason Code “ Physician Ordered” and dividing the total # of POs by Total Visits. This information is obtained directly from the Appointment Scheduling system.

**DEFINITIONS:**

**MD Bump Rate** reflects the percent of all appointments that have been cancelled and rescheduled at the request of the physician not within the 4 week threshold.

**PROCEDURE:**

1. The UCLA Health System outpatient practices will use the enterprise appointment scheduling system. If an appointment scheduling system is used other than the enterprise system, the department will assure that this MD bump rate can be obtained and the calculation is the same.
2. On a monthly basis, a report is generated from the appointment scheduling system which provides the Physician Bump Rate for each practice.
3. The Physician Bump rate is included on the Ambulatory Scorecard which is distributed on a monthly basis.
4. Practice Manager will review the report ongoing and determine if there are trends that require interventions by Practice Administration including CAO and/or Department Chair.

**OPERATIONAL PROCEDURE:**

The process of notification will be at the discretion of the department. The procedures outlined below are recommended procedures:

1. As soon as a physician is aware that they will be out of the clinic, the physician will notify the clinic manager or their designee by completing the attached Clinic Schedule Change Form, providing email notification or using the individual clinic generated clinic change form.
  - A. The designated staff person will review the form for completeness and check with the physician for any discrepancies and make the changes. Additionally, clinic staff will review the schedules of other physicians and will discuss any concerns with designated Department leadership. The approved form will be signed off by the Department designated leadership, the CAO, and returned to the Clinic Manager. The designated department leadership will contact the appropriate parties if there is a concern.
  - B. If the cancellation is allowed by the department designee, the clinic staff will perform the following changes as applicable:
    - Appointment Scheduling System – a Patient Reschedule work list will be generated by the Appointment Scheduling system and an appropriate staff person will reschedule patients.
    - Update PiMS Reason Codes:
      - The *Reason Code “ DO – Department Ordered”* will be used to designate a cancellation if the physician met the requirement of 4 week minimum notice.

- The Reason Code “ *PO – Physician Ordered*” will be used to designate a cancellation if the physician does NOT meet the 4 week minimum notice. (i.e. any cancellations that occur within 1-3 wks of the appointment will be coded with Reason Code “ *PO*” .)
  - The Reason Code “ *PN– Physician requested cancellation*” will be used when essential medical information not available for visit.
- 
- Room Schedules – the affected rooms will be opened and made available to other practitioners.
  - In order to assure that all steps have been completed, the section marked “ Clinic Staff Use” will be initialed and dated by the responsible staff person
  - Upon completion, a copy of the form will be provided to the requesting physician.
  - This Clinic Change form may be used as a request to add clinic time.

## REFERENCES

### POLICY AUTHORITY:

UCLA Faculty Practice Group Ambulatory Operations

### COGNIZANT OFFICE:

For interpretations of this policy, resolution of problems and special situations, contact:

Laurie Johnson

Director of FPG Ambulatory Operations

Ljohnson@mednet.ucla.edu

### REVISION HISTORY

Original Policy issued: October 1, 2008

Effective Date: September 2008

Review Date: August 2010, January 2011

Revised Date: September 2010, April 2011