

## FACULTY PRACTICE GROUP – Ambulatory Operations

### STANDARDS AND GUIDELINES

**SECTION:** Ambulatory Scorecard Metrics  
**SUBJECT:** Time to third next available appointment

REFERENCE #:

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**APPROVALS:** FPG:  CAO-SC:  APCA:  Budget & Finance:

ISSUED: 05/2011

### PURPOSE:

The third next available appointment is the length of time in days between the day a patient makes a request for an appointment with a physician and the third available appointment for a new patient physical, routine exam, or return visit exam.

The "third next available" appointment is used rather than the "next available" appointment because it is a more sensitive reflection of true appointment availability. Using the next available does not allow for an appointment that may be open at the time of a request because of a cancellation or other unexpected event. Using the "third next available" appointment eliminates these chance occurrences from the measure of availability.

The impact of this metric:

- Increase patient access
- Increase revenue
- Increase patient satisfaction

### POLICY:

All FPG practices will ensure patient access to ambulatory care by meeting the target to the third next available appointment.

New Patient targets:

- 4 day wait time for primary care patients
- 7 day wait period for specialty care patients

Established Patient targets:

- 7 day wait time for primary care
- 14 day wait period for specialty care

**REPORTING:**

Time to third next available appointment will be monitored through the Ambulatory Scorecard which is distributed monthly. The Ambulatory Scorecard reports the third next available appointment based on the minimum number of days for a New Patient and Return Patient by practice level and department level.

**DEFINITIONS:**

- NEW Patients are defined as those that have not been seen in a designated practice in the last 3 years. These patients may be established within the health system, but the visit is billed using a New Visit or New Consultation E&M Code. New Patient Rate is reported on the FPG Ambulatory Scorecard for information purposes only
- The “Minimum” on the Ambulatory Scorecard is the number of days for any provider within the practice / specialty
- The “Average” on the Ambulatory Scorecard is the number of days for all providers within the practice / specialty

**MEASUREMENT:**

Time to third next available appointment is determined through the use of a software system developed specifically for our appointment scheduling system. A report is run the FIRST Monday of each month and calendar days are counted to the 3<sup>rd</sup> available appointment. All appointments available on the same day are counted as zero. This includes all NEW and ESTABLISHED appointments, except procedures and lab visits

**Note:** Using RTR does not take into account MD or Management ability to “accommodate [force book]” patients based on the severity of issue(s).

**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: August 2008

Review Date: August 2010, January 2011

Revised Date: September 2010