UHA Patient Experience
Select one: SERVICE submission

Problem Statement
UHA was formed in 2011 with the acquisition of its first medical group. Over the next 8 years our organization expanded into 75 clinic locations and 350+ physicians. UHA's continued growth has created opportunities to both improve the patient experience at existing sites as well as onboard new sites into our C-I-CARE and continuous improvement culture.

In FY 18, we achieved an LTR of 82.5%. In FY 19, we were challenged to achieve a likelihood to recommend score of 83.4%. We need to elevate our LTR score by 0.9%.

Analysis

Key Drivers

1. Leverage technology
2. Coordinate care
3. Improve communication

Interventions / Countermeasures

1. Implement video visits—Expand video visit technology to all primary care provider clinics. Offer patients the option to be seen without having to drive to the clinic. Decrease wait times.
2. Implement automatic “Opt-in”—MyHealth Enrollment—Use MyHealth to create more streamlined access and communication for patients.
3. Phone tree redesign—Patients are given fewer phone tree options resulting in more efficient patient routing and customer service. Decreases phone wait times to schedule appointments.
4. Centralized Call Center—Patients speak to a call center representative and experience a warm-handoff to the next level resource.

Target State: SMART Goal
Exceed University HealthCare Alliance Likelihood to Recommend Target of 83.4% in fiscal year 2019.

Current State: Identify Target / Actual / Gap

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual LTR</th>
<th>Target LTR</th>
<th>Linear (Actual LTR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 16</td>
<td>59.00%</td>
<td></td>
<td></td>
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<tr>
<td>FY 17</td>
<td>63.00%</td>
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<tr>
<td>FY 18</td>
<td>65.00%</td>
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<tr>
<td>FY 19</td>
<td>76.00%</td>
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Activity to sustain

<table>
<thead>
<tr>
<th>Activity to sustain</th>
<th>Owner</th>
<th>Sustain method and frequency</th>
<th>Report to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand video visits to all UHA primary care clinics.</td>
<td>Noelle Oliveira</td>
<td>Monthly project group meetings to review progress. Video Visit Provider Champion Group established. Increase patient convenience and decrease wait times.</td>
<td>Michael O’Connell</td>
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<tr>
<td>MyHealth Enrollment Clinic Challenges</td>
<td>Hilary Garrigan</td>
<td>Bi-annual MyHealth Enrollment challenges. Best practice sharing during monthly operations, managers’ meetings. Additional avenue for patient communication and access.</td>
<td>Michael O’Connell</td>
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<tr>
<td>Press Ganey Patient Comments Report Outs</td>
<td>Hilary Garrigan</td>
<td>Managers share information learned during monthly one on one’s with directors. Quarterly workflow check-ins. Improve service recovery and understanding of gaps and what is working well.</td>
<td>Michael O’Connell</td>
</tr>
<tr>
<td>Patient Strategy Committee</td>
<td>Dionne Hunt-Macon</td>
<td>Implementing six new initiatives. Weekly check-ins. Real time adjustments to current processes and strategic decision making.</td>
<td>Michael O’Connell</td>
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Reliability Level:
(1) Individuals: Feedback, checklists, training, basic standards
(2) Procedures: Embedded standard work, reminders, constraints
(3) Systems: Process design, fail-safes, physical layout, built-in feedback, automated systems, concentration of responsibility

Maturity Bars:
0: Untested idea
1: Early tests / PDCA
2: Multiple PDCA
3: Early implementation
4: Working well in operation

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