



Provider of the Day

VAFP Scholarly Symposium

UVA Health: Department of Family Medicine

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UVA FM Primary Care Clinic

- Patient centered medical home for 10,000+ patients
- Pregnancy, neonatal, pediatric, adult, and geriatric care
- 20% of Pts use a primary language other than English
- International Family Medicine Clinic (Refugee Care)
- 24+ Family Medicine Residents
- 12+ Full & Part-Time Faculty



The PDSA Quality Improvement Cycle

1. PLAN

- a. Identify a clinic need and plan a change
- b. *Decide the outcomes you will measure*
- c. Gather current state data

2. **DO:** Pilot the change on a small scale ... or go big!

3. **STUDY:** Analyze the effects of your intervention

4. **ACT:** Adopt, Adapt, or Abandon your change





PLAN

Patients with acute needs had difficulty being seen, leading to frustration and ED overutilization.

DO

UVA opened multiple Same Day Clinics and Family Medicine piloted our **Provider of the Day**





DO

UVA FM POD: Designated provider tasked with seeing **all same day visit requests.**

Two visits per session were reserved for pre-scheduled visits.





STUDY

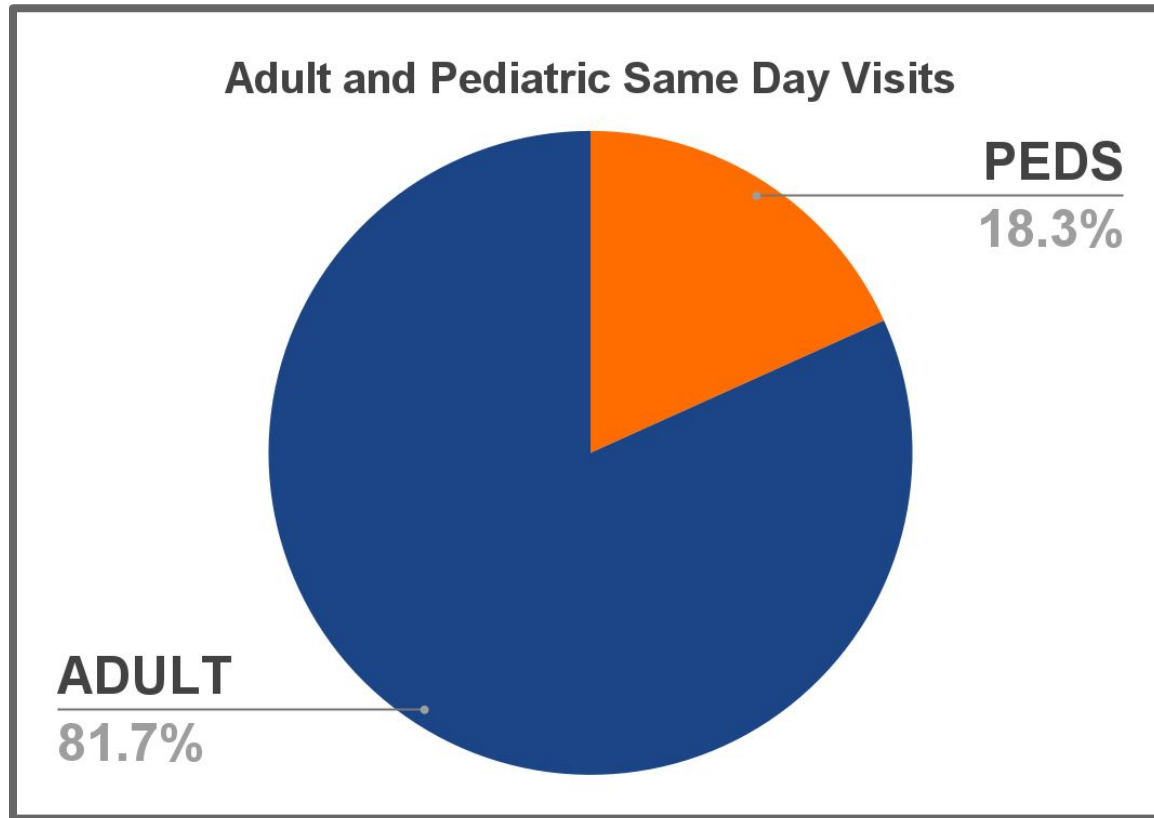
One Year Total:
2,124 POD Visits



Image: ChatGPT

Pediatric Over-Representation

Adult and Pediatric Same Day Visits



STUDY

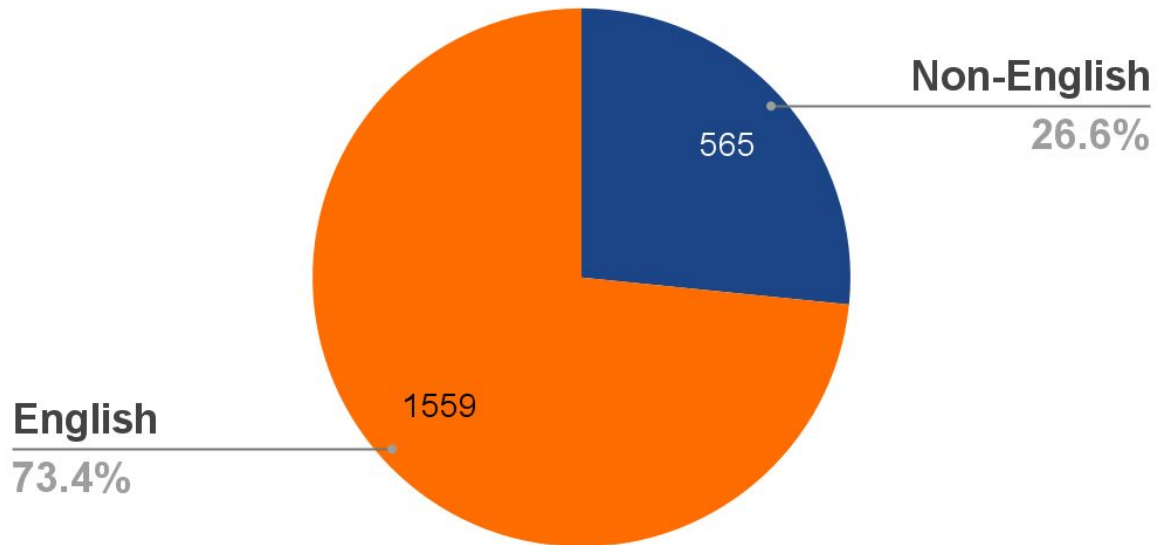
Children accounted for almost **1/5 POD visits...** but only 1/7 Family Medicine patients are children.



Non-English Over-Representation

STUDY

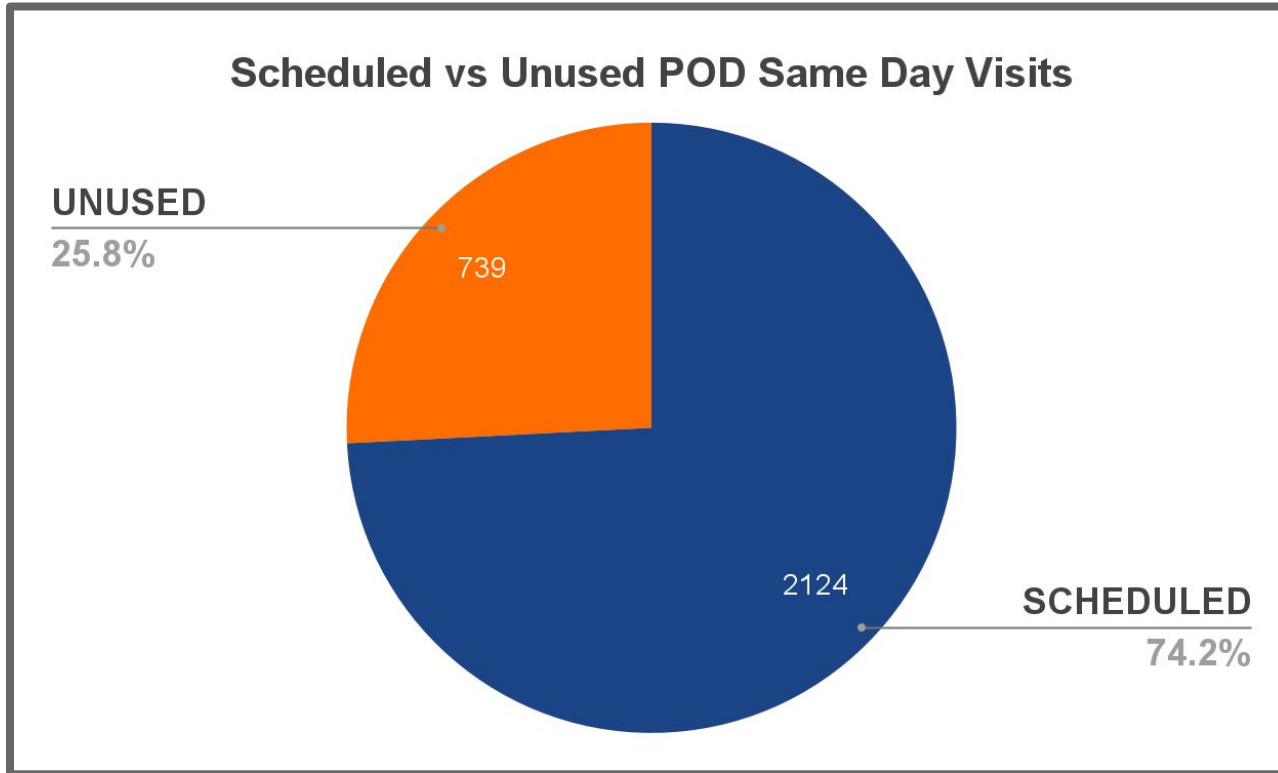
English vs Non-English POD Same Day Patients



Non-English speakers accounted for more than **1/4 POD visits...** but only 1/5 Family Medicine patients is non-English speaking.



Underutilized Visits

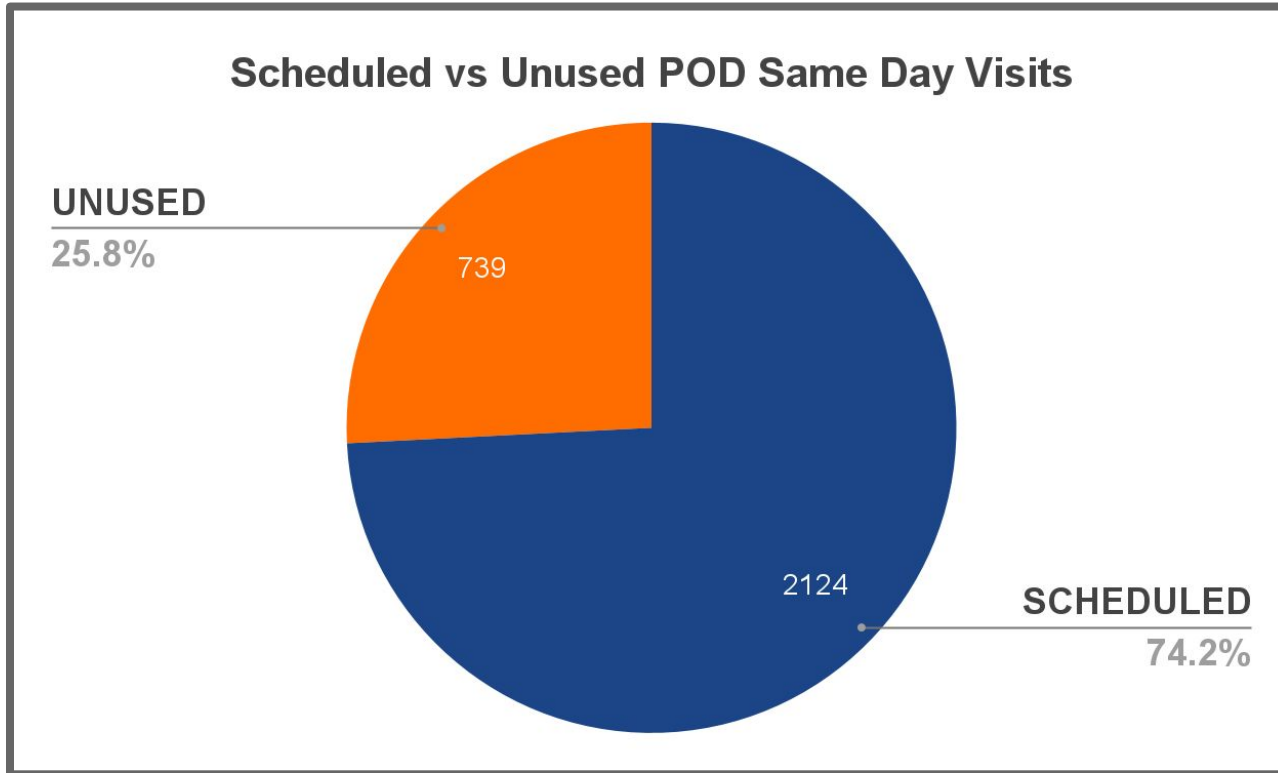


STUDY

Almost **26%** of available POD visits went unused. By comparison, the Family Medicine no-show rate is **17.6%** with a goal of **<11%**.



Underutilized Visits



STUDY

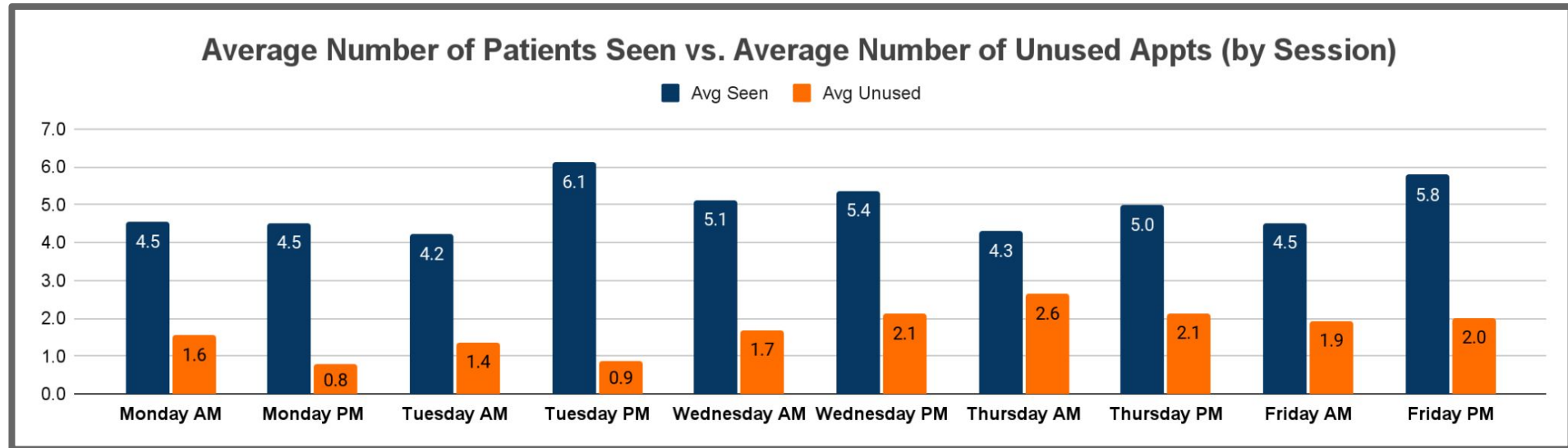
POD visits theoretically **compete with continuity.**

Unused visits represent **lost patient care** opportunities and **lost revenue generation.**





Underutilized Visits



STUDY

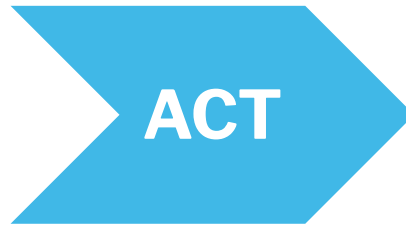
Most Popular:
Mon/Tues/Wed > Th/Fri
PM > AM

Approx **1 unused**
POD appointment
per session



Improving Resident Continuity

	Residents
8:00	PRE-SCHEDULED
8:30	PRE-SCHEDULED
9:00	SAME DAY
9:30	SAME DAY
10:00	SAME DAY
10:30	SAME DAY
11:00	SAME DAY
11:30	SAME DAY



	Residents
8:00	PRE-SCHEDULED
8:30	PRE-SCHEDULED
9:00	PRE-SCHEDULED
9:30	SAME DAY
10:00	SAME DAY
10:30	SAME DAY
11:00	SAME DAY
11:30	SAME DAY



PLAN

Additional Investigation

- 1. Measuring Patient/Provider Continuity**
 - a. Percentage of a patient's visits with their PCP
 - b. Percentage of a PCP's visits with their patients
- 2. Conversion of Patient Requests to Same Day Visits**
 - a. Differences between MyChart requests vs. calls
 - b. Scheduled truly SAME day or into the NEXT day
- 3. Patient Satisfaction Scores**
 - a. POD Visit Satisfaction Scores
 - b. Clinic / PCP Satisfaction Scores



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Thank You!

