

RECOGNITION

# Ambulatory dyad poster presentations foster growth, quality improvement

As part of UK HealthCare’s quality strategy for fiscal year 2019, ambulatory team members collaborated to focus on frontline quality-improvement efforts. Ambulatory Dyad Collaborative members participated in a poster presentation in October to demonstrate improvement strategies, recognize good work and open discussions about opportunities moving forward.

Eight teams presented posters, which included the efforts to reduce rates of no-shows, and same-day and prior-day cancellations in outpatient orthopaedics at the Kentucky Clinic. Using the predictive modeling tool, the team focused on patients considered to have the highest probability of falling into one of these three categories by calling three to four days before their appointments in order to confirm or cancel their visits. As a result, more patients canceled earlier or rescheduled their appointments, leading to a decrease in the aforementioned rates.

The UK Head, Neck and Respiratory Clinic at the Markey Cancer Center demonstrated improved patient experience scores through small cycles of change, such as checking on patients whose wait time in the exam room had exceeded 20 minutes, which gave staff another opportunity to address any questions or concerns. After making patient-centered improvements and encouraging patients to take the Press Ganey survey, the clinic



Left: Amy Waugh, MS, ATC, and Scott Mair, MD, presented a poster on building employee engagement at the UK HealthCare Orthopaedic Surgery and Sports Medicine Clinic. Right: Dana Thornton, CPC, practice manager in pediatric cardiology, presents a poster on improved patient experience scores.

team saw their scores increase in the categories of care coordination and retained questions, which included ease of scheduling appointments, friendliness and concern demonstrated by staff, follow-up care instructions, teamwork and more. From May to August 2019, care coordination increased 4.6 percent and retained questions increased 2.9 percent.

These are just a couple of examples of the continuous work UK HealthCare’s ambulatory clinic teams do in order to grow and reach new goals in providing the highest-quality, patient-centered care.