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Medical Staff and Provider Opinions on Expanding Clinic Hours

Employees of BUMCS Abrams FMC believe that extended evening hours would provide greater benefit over weekend hours and be best utilized for same day appointments.

INTRO

Access to care is necessary for both patient satisfaction and good health care delivery. Extended hours in clinics around the world have shown increases in satisfaction but no strong link to reduced ED visits.^{1,2} Assessing provider and staff support before implementing changes is an important and critical first step.

METHODS

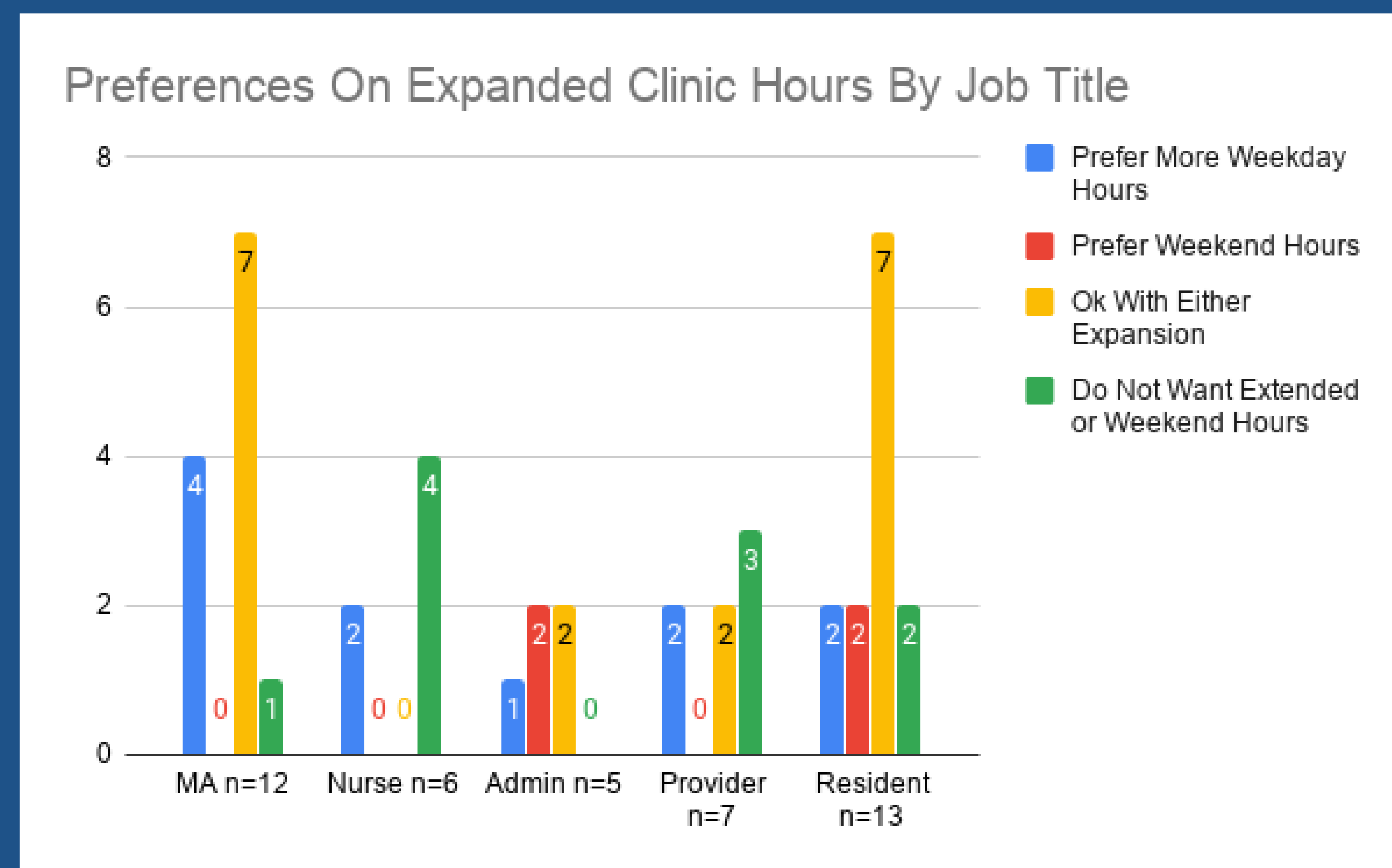
7 question survey assessing opinions of clinic staff about expanding clinic hours, which type of appointment would be more appropriate, willingness to work during proposed times, barriers to expanding hours and what incentives would be needed for support.

RESULTS

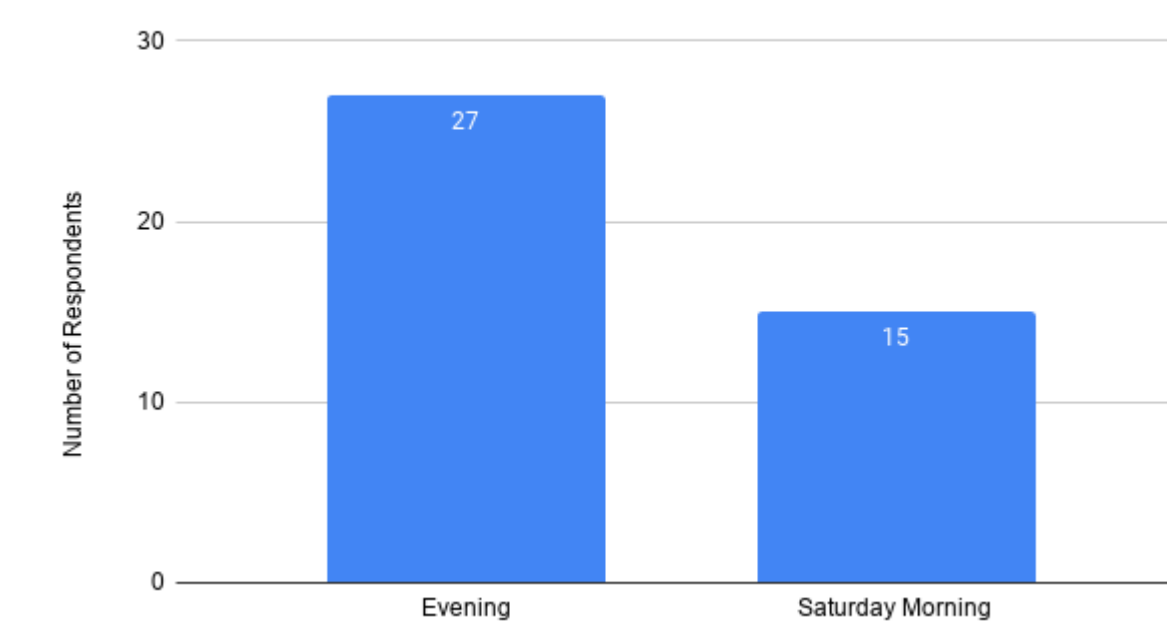
- 62% prefer extended weekday hours.
- 60% think same day visit would benefit most.
- Preferred incentives for increasing clinic hours were: pay increase, 64%; alternative work schedules, 25%.
- Residents and MAs were most supportive of expanding clinical hours.

DISCUSSION

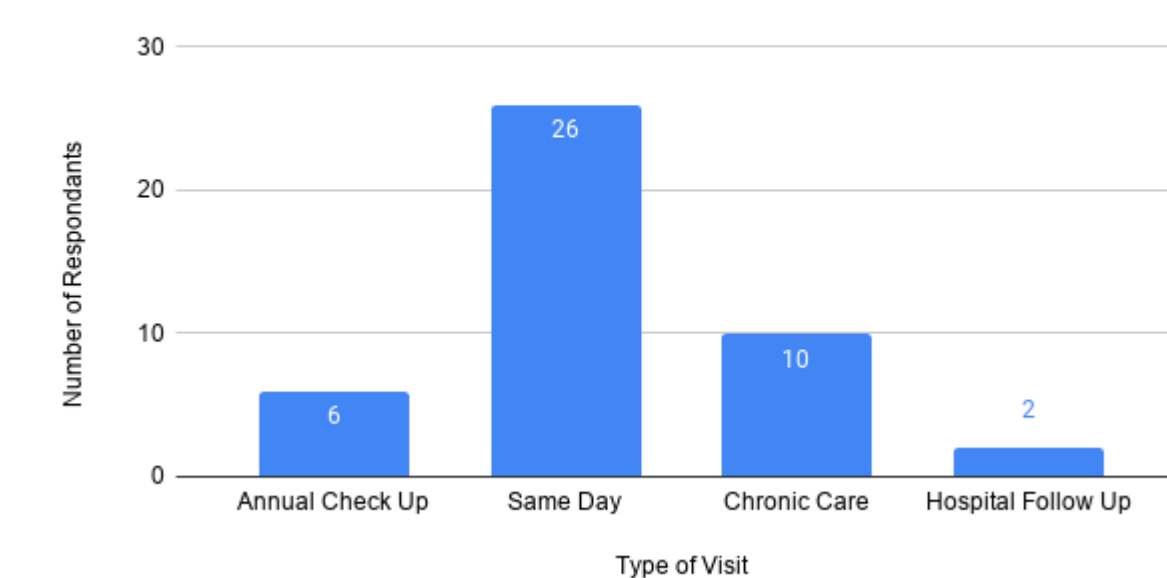
Clinic employees believe that increased access to care would be beneficial to patients and with suitable compensation, would be willing to work later into the evening to accommodate more same day visits.



When Would Patients Benefit Most from Increased Hours?



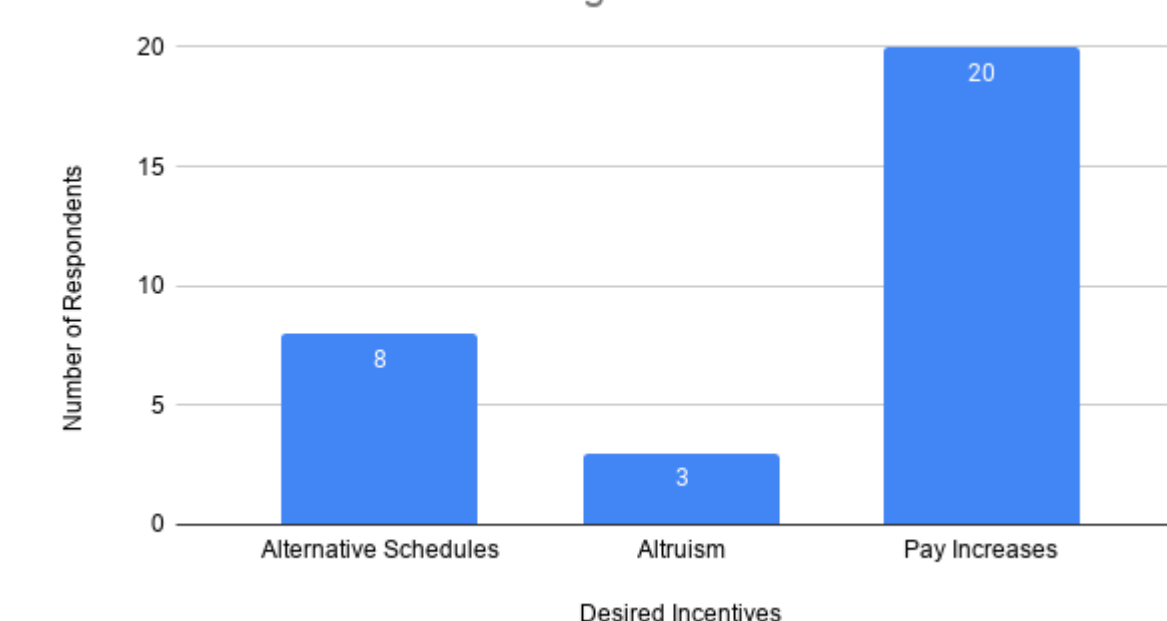
What Type of Appointment Would Mostly Likely Be Utilized By Patients?



Barriers to Working Extended Hours



Desired Incentives for Working Alternative Hours



Next Steps

- Conduct a survey about need from a patients perspective for extended evening or weekend hours.
- Perform a Cost/Benefit Analysis of expanding primary care clinic operations..

References

1. Payne K, Dutton T, Weal K, Earle M, Wilson R, Bailey J. An after hours gp clinic in regional Australia: appropriateness of presentations and impact on local emergency department presentations. BMC Fam Pract. 2017 Sep 11;18(1):86. doi: 10.1186/s12875-017-0657-6. PubMed PMID: [28893200](https://pubmed.ncbi.nlm.nih.gov/28893200/); [PubMed Central PMCID: PMC5594615](https://pubmed.ncbi.nlm.nih.gov/PMC5594615/).
2. Kowalski A, Yoshioka K, Mancuso A, Moore R. Factors and Preferences in Patient Selection and Location of Care. Health Care Manag (Frederick). 2018;37(4):311-316. doi:10.1097/HCM.0000000000000234

FAQ

What if my intro/methods/results doesn't fit in the silent bar?

- If you're trying to put so much into that bar that it doesn't fit, they won't have time to read it anyway. First try moving stuff to the ammo bar. Next, cut cut cut.
- Instead of trying to fill space, you're trying to conserve space.