



Optimize the clinic environment

Minimize the impact of supply loss

Know your panel

Manage your panel

Provide access to continuity

Improve clinic flow

## Increase Supply

Minimize no-shows

Shape supply and demand

Improve continuity

## Address Backlog

Simplify scheduling

Schedule for continuity

Address backlog

Consider exploring Increase Supply and Reduce Demand loops before Address Backlog

Improve transitions of care

Clarify roles and responsibilities

## Reduce Demand

2.2 Assess supply and demand

5.1

3.5

3.4 Plan for unexpected occurrences

1.1 Build a team

## Base Camp

3.2 Optimize care delivery

3.3 Reduce demand

3.1 Commit to access to continuity

2.1 Review how your patients access care



**ACTT**  
Accelerating Change Transformation Team

# ACCESS TO CONTINUITY TRAIL MAP

- Supply trail
- Demand trail
- Backlog bypass





# ACCESS TO CONTINUITY TRAIL MAP

Each number found on the trail map (e.g. 3.1) corresponds to a potentially better practice in the Access to Continuity change package

**X** Commit to access to continuity as a team

- Establish an inter-professional improvement team and consider including a patient (1.1)
- Review how your patients access care in the practice and the health neighbourhood (2.1)
- Assess the balance of supply & demand for appointments by provider (2.2)

Is Supply  $\geq$  Demand?

No

Yes

Balance Supply & Demand by optimizing supply and/or managing demand & variation

Is TNA  $\leq 1$  and Continuity  $\geq 80\%$ ?

Yes

Routinely measure TNA and continuity and act if TNA is  $>1$  or Continuity  $<80\%$

No

## Optimize Supply & Reduce Variation

- Simplify appt types and times and eliminate carve-outs (4.1)
- Synchronize elements of the appt & improve clinic flow (4.2)
- Optimize the clinic environment (4.3)
- Minimize the impact of supply loss (4.4)
- Address factors contributing to no-show rate (4.5)
- Shape Supply & Demand (4.6)
- Schedule patients to maximize continuity (4.7)

## Manage Demand & Variation

- Select the optimal care delivery method (3.2)
- Identify strategies to reduce demand (3.3)
- Plan for appts that predictably take longer & for unexpected occurrences (3.4)
- Establish clear roles & responsibilities for clinic processes & enable all team members to work to full scope (3.5)
- Establish processes that facilitate effective transitions of care (5.1)

Is Supply  $\geq$  Demand?

No

Yes

Is there unplanned backlog or low continuity?

Yes

- Address backlog (3.6) &/or
- Improve continuity (3.1)

No

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Manage Your Panel