



Schedule patients to maximize continuity

5.3

Synchronize the clinic environment

5.4

Provide access to continuity

Develop procedures to manage variation

5.2

Optimize Supply

Address factors contributing to no-show rate

5.5

Simplify appointment types and times

5.1



Address backlog

6.1

Address Backlog

Consider exploring Optimize Supply and Manage Demand loops before Address Backlog



Establish roles and responsibilities for team members to work to full scope

3.1

Manage Demand

Select the optimal care delivery method

4.2

Establish interdisciplinary improvement team

1.1

Base Camp

Assess the balance of supply and demand

2.2

Identify strategies to reduce return visit rate

4.1

Commit to access to continuity as a team

1.2

Review panel and how patients access primary care

2.1



ACTT
Accelerating Change Transformation Team

ACCESS TO CONTINUITY TRAIL MAP

- Supply trail
- Demand trail
- Backlog bypass

