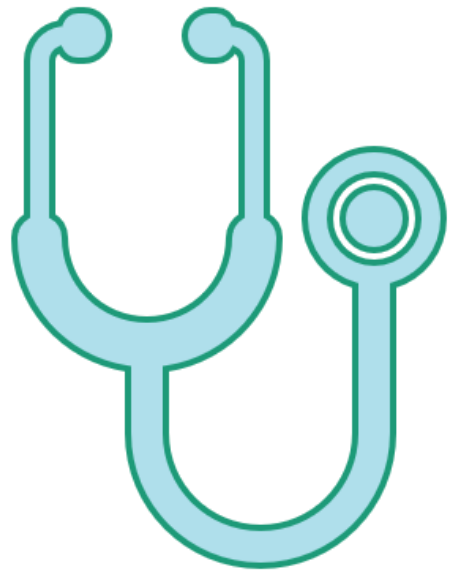


Open Access Healthcare

Mitsy Lopez-Garcia



WNCCHS

Western North Carolina Community Health Services

- Began in 1993
- Private, non-profit
- Asheville, NC
- Service: whole person health care for low-income, uninsured individuals

The Problem

Source: CAHPS Database Online Reporting System.
Comparative data from the 2016 Clinician & Group Survey
Database. Accessed July 27, 2017

	2016 Adult 6- Month Survey 3.0	2016 Child 6- Month Survey 3.0	2016 Adult 12/6- Month Survey 2.0
Getting timely appointments, care, and information	10%	6%	15%
Got appointment for urgent care as soon as needed	10%	7%	12%
Got appointment for check-up or routine care as soon as needed	6%	6%	8%

Research
Project/Question

What is open access? Is it a more efficient healthcare system for decreasing the time a patient spends on the waitlist?

What is Open Access?

Advanced or same-day scheduling

A system that allows all patients to schedule an appointment on the day they call

- Receiving care from their personal physician

1) How does “open access” help with appointments that are set months in advanced when this model requires half of the clinic’s day open for same day appointments?

2) Supply and Demand → Important for Accessible Healthcare



Examples:

Colorado

- Primary Care Partners
- One Practice
- Positive Outcomes
- October 2000 implemented

Boston

- 5 primary care practices
- 2003 – 2006
- Overall Results:
 - Improved appointment access
 - Did not improve satisfaction nor no-show rates
 - 3rd available appts. Increased over the years



Does Open Access
Really Work?

Open Access at WNNCHS



What I learned during
this time

Special thanks to...

Nina Sutton

Dr. Jennifer Abbott

Dr. Peter DeSaix

Dr. Jean DeSaix