

# CCH Specialty- Access, Wait Time and Referrals in Review



Iliana Mora

Chief Administrative Officer, Ambulatory Services

CCH Quality and Patient Safety Meeting

February 16, 2023



COOK COUNTY  
HEALTH

# CCH Specialty- Access, Wait Time and Referrals in Review



Iliana Mora

Chief Administrative Officer, Ambulatory Services

CCH Board of Directors Meeting

February 24, 2023



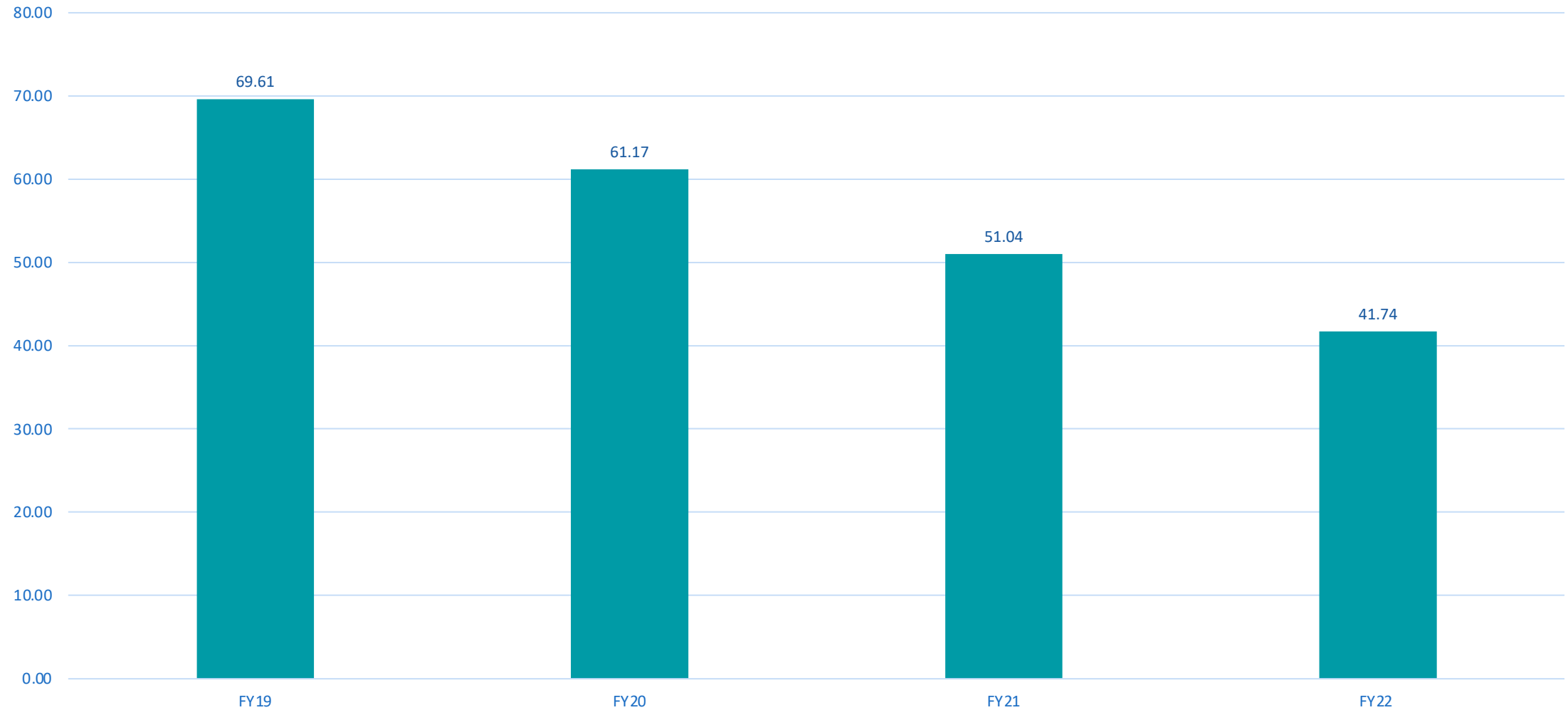
COOK COUNTY  
HEALTH

# CCH Specialty Referral Backlog (Non-scheduled Orders)



# Average Referral to Appointment (Seen) Date

Avg. Wait Time in Days by Fiscal year (calendar days) CCH Specialty Orders



# Specialty Clinics with Greatest Reductions in Backlog

## Greatest Improvements in Waiting Queue Reduction

Specialty Clinic	FY19 Q1	FY23 Q1
Eye New General - Sengstacke	2,268	11
Foot - Stroger	3,119	3
General Surgery - Stroger	276	0
GI Pediatrics - Stroger	80	0
GI - Sengstacke	509	16
Hand - Stroger	854	1
Hematology/Medical Oncology - Stroger	153	15

# Specialty Clinics with Greatest Reductions in Backlog

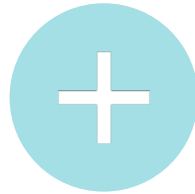
## Greatest Improvements in Waiting Queue Reduction

Specialty Clinic	FY19 Q1	FY23 Q1
Musculoskeletal - Stroger	145	17
Neurology - Stroger	549	0
Ortho - Stroger	1,123	19
Pain - Stroger	678	51
Psychiatry - Austin	51	4
Pulmonary/Sleep - Stroger	690	0

# Tactics Implemented to Improve Specialty Access



1. Check referral order logic (clinical decision making)



2. Add clinic sessions for APPs



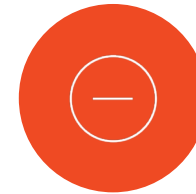
3. Expand days of clinics from once weekly to multiple times



4. Expand footprint of services from Stroger to across ACHN and offer multiple locations for appointments



5. Reduce number of different slot types



6. Removal of duplicate orders



7. Added Direct scheduling from Primary care



8. Onboarded Surgical Navigators to reduce procedure cancellation, prior auth, optimize initial consult, improve experience



9. Overbooking



# FY2023 Improvement and Expansion Strategies

- Referral RFP- electronic ease of external referrals and resulting process



- Patient self-scheduling and self-insurance verification



- Improving patient's ability to reschedule at their fingertips



- Continued expansion of specialty footprint

- Centralizing diagnostic and procedure scheduling and workflows

