Open Access Healthcare

Mitsy Lopez-Garcia
• 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

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