MAYO **CLINIC**

The Role of Patient Self Scheduling in Access to Care Transformation: A Case Study for Human/Digital Technology Integration for Primary Care

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OBJECTIVES

Mayo Clinic has widely embraced the use of digital tools, including patient self-scheduling, to transform the delivery of patient care. Patient self-scheduling empowers patients by allowing them to play an active role in their access journey, and patient self-scheduling affords staff more time to focus on complex patient needs.

Mayo Clinic Arizona (MCA) aims to increase patient satisfaction, improve operational efficiency, and scale automated solutions across the region as we hold true to our RICH TIES values of innovation, excellence, and stewardship. Having experienced success in the Department of Family Medicine, MCA aims to increase the utilization of patient self-scheduling across all department specialties.

PLANNING

The functionality and design of patient self-scheduling require an iterative approach to the core build, User Interface (UI) and User Experience (UX). Feedback from end users and a diverse team of experts are essential to deliver a user-friendly solution that enhances engagement. Collaboration with information security and compliance ensures PHI protection while enabling automated digital and SMS notifications to boost engagement and reduce noshows. Continuous feedback and process improvement refine the UX, crucial for the long-term transformation of patient self-scheduling.

Through data-driven insights and a seamless UX, patient self-scheduling can enhance satisfaction for both patients and staff.

IMPLEMENTATION

Key tactics used to achieve growth in patient self-scheduling included: promoting order integrity, educating key stakeholders, automating workflows, and using data analytics to identify key opportunities.

- Order Integrity & Education ensured orders autosearched to the intended calendar block.
- Education & Training widespread education shared through super user networks, and a train-the-trainer model for disseminating the workflow to end users.
- Automated Appointment Tickets reduce manual input by automating process steps and adopted a "digital first" approach at the work queue level.
- Leveraged reporting & analytics a review of historical data helped to identify areas where access supply and demand aligned, affording patients the opportunity to play an active role in the transformation of their care journey.

FAMILY MEDICINE RESULTS

- On guarterly patient experience surveys, the survey metric labeled "ease of scheduling" increased 4 percentage points from Q2 2023 to Q4 2024.
- Looking at access overall, patient satisfaction with access increased 3 percentage points as the self-scheduling rates increased.



Self-Scheduled Appointments in Family Medicine

Account How can we help you today?

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Get Care We're here to help you find what you need.

Schedule an appointment Explore ways to schedule online.

Express Care Online Timely care for common concerns.

Check Symptoms A tool to guide you to the right option.

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Messages

Health Record

M Schedule Appointment Close What kind of appointment are you scheduling? **Flu Immunization** To schedule an influenza vaccine

Acupuncture To schedule an acupuncture visit

Primary Care To schedule an appointment with your primary care team

COVID-19 Vaccination To schedule an appointment for the COVID-19 vaccination

- As the rates of self-scheduled appointments increased, the need for scheduling staff decreased. This corresponded a decreased of 15.4% in salaries and benefits expenses through attrition of 6 FTE.
- No show rates reduced from 4.7% to 2%, corresponding to more scheduled appointments being completed rather than an appointment slot going unused.

28.2% 25.6% 20.0% Q2 2024 Q3 2024 Q4 2024

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M Schedule Appointment : Close M Schedule Appointment Close Back Last Step What time works for you? Filter by Date/Time ♧ Mayo, M.D. (i) If you can't find an appointment that meets your needs, check back later. Appointment options are added regularly. Arizona Tuesday February 18, 2025 480-342-4200 William W. Mayo, M.D. Department of Family Medicine, open up Primary Care Building, in Phoenix, Arizona 5701 E MAYO BLVD PHOENIX AZ 85054-4502 2:10 PM 9:40 AM

satisfaction.

healthcare.

will ensure the system evolves to meet the changing needs of patient care, reinforcing its role as a vital tool in delivering exceptional healthcare services.

DISCUSSION

• Automation enhances, rather than reduces, the human

interaction that patients value. It enables our staff to

With automation, patients can schedule appointments at

administrative tasks toward clinical expenses, ensuring

CONCLUSIONS

The enhancement of the patient self-scheduling system

improvements in efficiency, cost savings, and patient

• The significant rise in self-scheduling rates, along with a

highlights the value of adopting innovative solutions in

Looking ahead, continuous assessment and refinement

marked decrease in no-show rates and operational costs,

has been highly successful, showcasing notable

their convenience, eliminating the need for blindly

clinic instead of spending time on phone calls.

booking a time they may not be able to attend.

• Additionally, automation helps redirect costs from

more resources directly benefit patient care.

dedicate more attention to in-person interactions at the

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