

Objective

To increase patient access through expanded hours and reduce patient ER visits.

Background

Huron Clinic hours were 8:30 am to 5:00 pm Monday – Friday.

Closed and no appointments available over noon hour from 12:00 – 1:30 pm.

Actions Taken

Hired 2 new Providers: CNP and PA-C
Utilizing the new providers: One begins appointments at 7:00am and the other to cover the lunch hour.

Continuous available appointments or walk-in coverage from 7:00 am – 5:00 pm including nursing staff coverage.

EXPANDED HOURS OF CARE

Huron Clinic, Huron, SD

Providing for our community healthcare needs.
Leanne Kopfmann and Betty Crandall

Metrics

Adding 3 hours of new appointment times daily.

Scheduling Providers, Nursing Staff, and Receptionist/Schedulers to cover these hours.

www.huronclinic.com

DEDICATION. COMPASSION. COMMITMENT.



Analysis

Number of visits per month with new hours:

	<u>7:00 am</u>	<u>Noon</u>
February :	28	43
March:	23	61
April:	42	55
May (as of 20 th)	25	40

Utilization of expanded hours is more than anticipated. Feedback from patients is excellent and positive.

Reduction in ER visits:

	<u>2018</u>	<u>2019</u>
February	58	44
March	71	43
April	77	59

Next Steps

Continue these expanded hours and in the future add another Provider to allow us to expand to evening hours with the support of our community.