



## **Mini Pii Session**

### ***Patient Activation: How to Reach the Unresponsive***

### **April 24, 2019**

The team from Phoenix Medical Group shared information on what processes they have put in place to reach unresponsive patients, fill appointments and engage patients in their own care. From providers to front office staff, it is everyone's responsibility to engage with and meet the need of their patients: it is their culture.

Using a wide variety of resources and reports, they identify patients that have care gaps, need follow up after hospital/ED use, missed appointments or have otherwise not been seen and are paneled to their providers. Everyone from front office staff to providers and care managers make outreach calls, send text messages and emails to patients. Patients report that they feel cared for and encouraged.

Their policy is to schedule patients for their next appointment each time they are in the office. The front office staff are incentivized when this process is followed.

Prior to implementing these process changes, PMG had a 33% no show rate and schedules that were not full. They have reduced their now show rate to 11%.

#### **Questions/Discussion:**

**Question:** Does PMG use a specific tool to measure patient activation?

**Answer:** PMG indicated that they do not use a specific tool. They believe that that the personal care and attention and building of relationships with each patient allows us to obtain the information needed to access each patient's ability to understand and participate in their care needs. They reported that they do score and chart what is identified.



# Patient Activation: How to reach the unresponsive



## Culture

- ▶ What have you created
  - ▶ Delivering the message
  - ▶ Incentives
  - ▶ Access



## Targets

- ▶ Know your business
  - ▶ Follow appointments
  - ▶ Hospital follow ups
  - ▶ New patients



## Communication

- ▶ Managing your business
  - ▶ Reminder calls
  - ▶ No shows
  - ▶ Patient relationship



## Shift

- ▶ Did you move the patient
  - ▶ Payer reports
- ▶ Care Gaps
  - ▶ Follow thru
- ▶ Caseworkers



## Choices

- ▶ Choose your patients
  - ▶ Acknowledge
  - ▶ Affect
  - ▶ Accept



# Discussion

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