



# Patient access optimization analytics



Healthcare organizations around the world are struggling with service demand and access challenges. Procedure backlogs and patient wait lists are commonplace. Many organizations are looking for ways to better manage capacity to improve access.

## What's the solution?

KPMG firms have developed a patient access optimization analytics solution to help healthcare organizations:

- Study scheduling data to identify provider schedule optimization opportunities
- Rationalize scheduling variability
- Digitize scheduling pathways
- Understand system-wide activities in real time
- Dynamically manage service demand

## How does it work?

The approach leverages historical scheduling data (typically 1-3 years worth) from clinic or practice management systems and produces dynamic dashboards to drive insights into unmet demand, latent capacity, and associated opportunities. Examples of these dashboards include:

- **Provider schedule optimization:** Shows what physicians are doing in their schedules when they are not seeing patients, analyzes existing, templated time
- **Provider access opportunity:** Compares total available time on schedules versus scheduled time; can help to identify sub-optimal scheduling practices
- **Encounter analysis:** Shows what is going on with patient encounters including what is driving cancellation rates by patient type or practice; provides a view by department/provider of schedules
- **Utilization analysis:** Places providers into one of four quadrants based on their percent of time available vs. percent of time filled
- **Provider session analysis:** Shows patient session lengths across practices; analyzes how providers are structuring and using their sessions
- **Provider schedule reports:** Understands scheduling practices at an individual practice/ provider level and drills down to help inform appointment template design

## Potential benefits

The patient access optimization analytics solution can help to:



Reduce provider visit and procedure backlogs

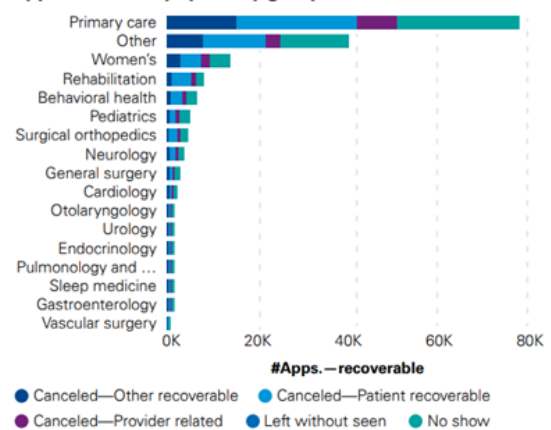


Improve efficiency of limited resources



Reduce bumped appointments, late cancellations, and no-shows

Demand opportunity—Potential recoverable # appointments by specialty group



Source: KPMG internal digital solution documentation

KPMG firms can also help healthcare organizations to model the impact of recovering appointments that were canceled or lost due to manageable or avoidable reasons, at the overall or specialty group levels.

# Solution in action

In the United States, a large regional healthcare system was facing a number of challenges that included the need to further centralize patient registration capabilities at its ambulatory/outpatient locations, optimize healthcare provider schedules, improve patient triaging processes and expand digital care pathways and appointment scheduling.

The organization worked with KPMG in the U.S. on an initiative solution to improve experiences for patients, create a more efficient working environment for staff, and increase revenues. After establishing sustainable access governance, practice operations and specialty working group structures, insights from the patient access optimization analytics tool were used to centralize scheduling, registration and RN triaging for multiple specialties. Patient visit types were rationalized from roughly 300 to 13 types and the entire ambulatory practice was aligned to standard visit timeslot durations which reduced the average visit duration by roughly 10 percent without impacting provider time with patients. The following other outcomes were achieved as a result of this project:



**17%**

Ambulatory capacity increase per week



**57,000**

More ambulatory visits annually



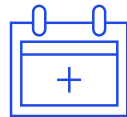
**45%**

Increase in YoY patient app use



**26%**

Quarterly increase in primary care new patient volume (YoY)



**9-day**

Reduction in new primary care patient appointment lag times (YoY)



**\$12-20M** USD

Projected primary care revenue increase

## Why KPMG?

Our healthcare team is made up of 5,000 professionals (including roughly 100 clinicians) based in KPMG member firms in more than 70 countries and territories. Our multi-disciplinary team combines deep industry experience, strategic, clinical and technical capabilities with partnerships, technologies and digital solutions to help manage the pace of change. KPMG professionals work with their clients to turn challenges into opportunities in order to help transform the way health and care organizations engage their staff, and meet the needs of societies, now and in the future.

## Contacts



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