



## **Huddle Talking Points**

### **ONE TEAM | UNITED ON ACCESS PROJECT OVERVIEW**

*July 12, 2022*

#### **WHAT IS CHANGING?**

We are transforming our patient access model from scheduling through financial services. One Team | United on Access is revamping the scheduling and access segments of this model.

#### **WHY ARE WE MAKING THESE CHANGES?**

Our goal is to be a best-in-class provider of ambulatory services and to provide a highly satisfying experience for patients, providers and clinic teams at every step of the outpatient journey. A key to attaining this level of performance will be to make transformative changes in our patient access model.

#### **WHAT IS ONE TEAM | UNITED ON ACCESS?**

One Team | United on Access is revamping the scheduling and access segments of our patient access model. The multi-year initiative is rolling out in a series of waves. During each wave, specialty-specific workgroups will be responsible for tailoring workflows and processes to align their clinics with the new UVA Health-wide access and scheduling operating model. Additionally, this multi-year initiative will include system-level work that aims to improve the patient experience through consistent financial expectation processes and promotion of tools and workflows that support both staff and providers.

#### **WHAT BENEFITS WILL THESE CHANGES PROVIDE?**

While this work will be challenging, it promises great rewards for patients, providers and team members. Following are just some of the many benefits that our new outpatient access model will provide:

- Improved and consistent pre-visit experience for patients across all specialties
- Accurate patient scheduling and one-touch call resolution
- Efficient and predictable schedules that reduce manual management of Epic templates
- Less service recovery due to decreased patient complaints
- Greater role and responsibility clarity
- Established escalation protocols for when to engage clinical care team
- Optimized technology to support efficient clinical care
- Enhanced communication tools for patients and providers

For more information, visit the One Team | United on Access website  
<https://ambulatoryops.uvahs.org/one-team-united-on-access/>