Redesigning Clinic Access for New Efficiencies: Multi-Disciplinary Stone Clinic

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Objectives

- Reduce the duplication of appointments, while improving relationships on the part of providers and patients by:
  - Enhancing clinical access
  - Improving clinical efficiency
  - Improving employee engagement
  - Improving patient and learner experience

Methods

- Multiple stakeholders were consulted including Urology Physicians, Urology Administrative Leadership, Nephrology Administrative Leadership, Nephrology Physicians, Nephrology Administrative Leadership, Urology Administrative Leadership, Urology Allied Health Staff, Urology Residents, Nutritional Services Leadership, other established multidisciplinary committees and departments.

Results

- The clinic’s development included dedicating 0.1 FTE of Nutritional Services Leadership. Other established multidisciplinary teams, including Urology Administrative Leadership, Urology Allied Health Staff, Urology Residents, and Nephrology Administrative Leadership, were also consulted.

Planning Research

- A comprehensive review of the literature was conducted to identify best practices and successful clinic designs.
- A needs assessment was conducted to identify gaps in current clinic access and to prioritize areas for improvement.
- A multidisciplinary team was convened to develop a comprehensive plan for expanding clinic access.

Implementation

- The clinic was initially designed to accommodate three providers for a half day of clinic, with each provider seeing a different patient demographic.
- The initial clinic’s development included dedicating 0.1 FTE of Nutritional Services Leadership. Other established multidisciplinary teams, including Urology Administrative Leadership, Urology Allied Health Staff, Urology Residents, and Nephrology Administrative Leadership, were also consulted.

Next Steps

- Continue to add additional capacity to the stone clinic and the individual physicians, leveraging the use of Advanced Practice Providers, residents and the existing multi-disciplinary clinic staff.
- Develop a robust pre-visit and intake process for patients that will ensure labs, metabolic urine and other key items to support clinical decision making are completed prior to patient visits.
- Utilize the stone clinic data to further expand the unique educational experience it provides for learners and the outcomes of their future patients.
- Use Artificial Intelligence and algorithms to analyze patient behaviors and create lifestyle recommendations to lower the frequency of stone episodes.

Figure 1

Cumulative Patient Visits

<table>
<thead>
<tr>
<th>Year</th>
<th>Stone Clinic A</th>
<th>Stone Clinic B</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
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<td>1000</td>
</tr>
<tr>
<td>2017</td>
<td>1200</td>
<td>1200</td>
</tr>
<tr>
<td>2018</td>
<td>1500</td>
<td>1500</td>
</tr>
</tbody>
</table>

Figure 2

<table>
<thead>
<tr>
<th>Original Clinic Templates</th>
<th>Expanded Clinic Templates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stone Clinic A</td>
<td>Stone Clinic B</td>
</tr>
<tr>
<td>1000</td>
<td>1200</td>
</tr>
<tr>
<td>1200</td>
<td>1500</td>
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Reference: