Improving Throughput and Patient Access Timelines: A Blood & Marrow Transplant Example

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Project Background

In any specialized care setting, such as blood and marrow transplant (BMT), reduced timelines in obtaining insurance authorization and scheduling appointments are critical. Delays in the referral process can occur when the patient’s primary care provider refers the patient to a Mayo Clinic specialist, without a single, clearly communicated, and reliable referral process. This results in delays for patients and providers, impacting patient access and satisfaction.

Methods

Interventions Implemented:

- Physicians, patients, secretaries, referring providers, transplant coordinators, and Mayo Clinic Central Appointment Office were engaged in the effort to understand current referral coordination practices, challenges, opportunities for improvement.

Findings:

- Delayed appointments impacted length of time in obtaining insurance authorization and scheduling appointments.
- Patient satisfaction
- Referring providers and patients are appreciative of regular feedback regarding patient status, while insurance authorization is obtained.

Interventions Implemented:

- A dedicated referral coordinator expedites the insurance authorization and scheduling timelines for blood and marrow transplant patient treatment.
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Conclusions

- A dedicated referral coordinator expedites the insurance authorization and scheduling timelines for blood and marrow transplant patient treatment.
- Referring providers and patients are appreciative of regular feedback regarding patient status, while insurance authorization is obtained.
- Referring providers also appreciate an update when their patient is scheduled.
- Patients are often nervous when they learn that a blood and marrow transplant may be required, and the availability of a friendly, consistent, and reliable timeline is important.

Top-Box Score Responses on Press Ganey®

Survey- Access Section

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