

OBJECTIVES

Mayo Clinic has widely embraced the use of digital tools, including patient self-scheduling, to transform the delivery of patient care. Patient self-scheduling empowers patients by allowing them to play an active role in their access journey, and patient self-scheduling affords staff more time to focus on complex patient needs.

Mayo Clinic Arizona (MCA) aims to increase patient satisfaction, improve operational efficiency, and scale automated solutions across the region as we hold true to our RICH TIES values of innovation, excellence, and stewardship. Having experienced success in the Department of Family Medicine, MCA aims to increase the utilization of patient self-scheduling across all department specialties.

PLANNING

The functionality and design of patient self-scheduling require an iterative approach to the core build, User Interface (UI) and User Experience (UX). Feedback from end users and a diverse team of experts are essential to deliver a user-friendly solution that enhances engagement. Collaboration with information security and compliance ensures PHI protection while enabling automated digital and SMS notifications to boost engagement and reduce no-shows. Continuous feedback and process improvement refine the UX, crucial for the long-term transformation of patient self-scheduling.

Through data-driven insights and a seamless UX, patient self-scheduling can enhance satisfaction for both patients and staff.

IMPLEMENTATION

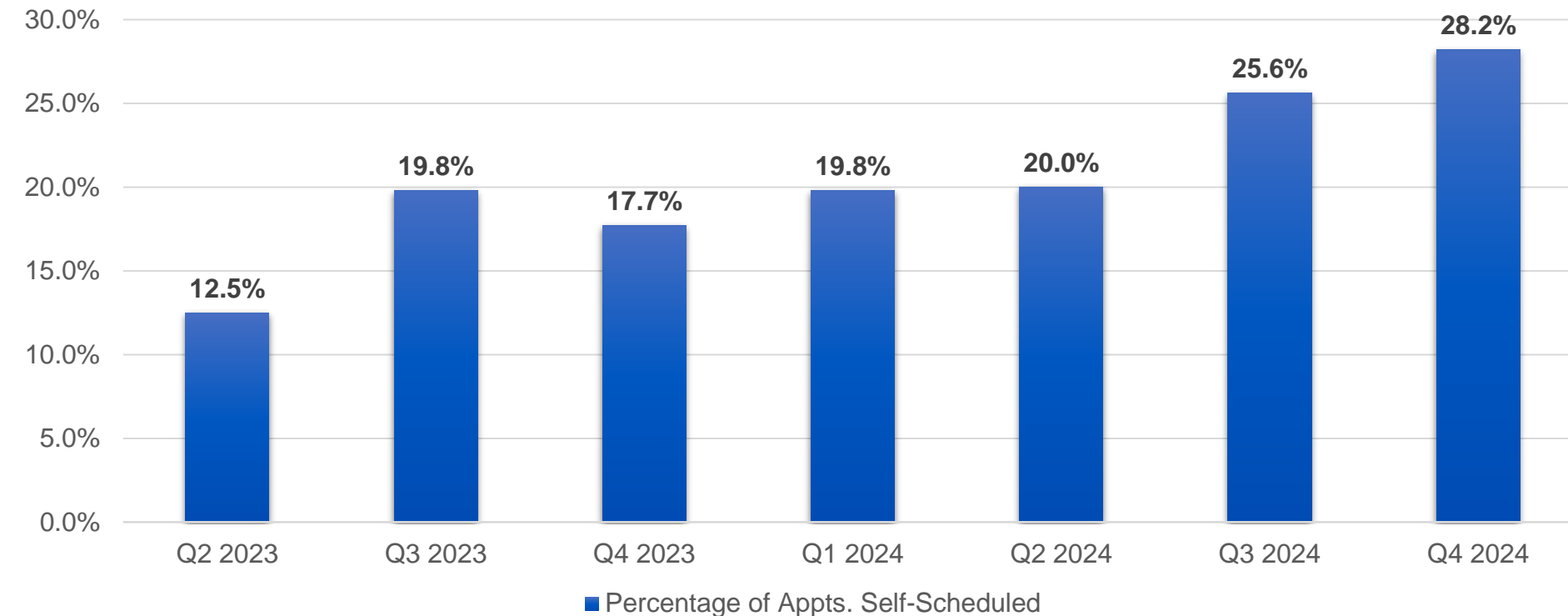
Key tactics used to achieve growth in patient self-scheduling included: promoting order integrity, educating key stakeholders, automating workflows, and using data analytics to identify key opportunities.

- **Order Integrity & Education** – ensured orders auto-searched to the intended calendar block.
- **Education & Training** – widespread education shared through super user networks, and a train-the-trainer model for disseminating the workflow to end users.
- **Automated Appointment Tickets** – reduce manual input by automating process steps and adopted a “digital first” approach at the work queue level.
- **Leveraged reporting & analytics** – a review of historical data helped to identify areas where access supply and demand aligned, affording patients the opportunity to play an active role in the transformation of their care journey.

FAMILY MEDICINE RESULTS

- On quarterly patient experience surveys, the survey metric labeled “ease of scheduling” increased 4 percentage points from Q2 2023 to Q4 2024.
- Looking at access overall, patient satisfaction with access increased 3 percentage points as the self-scheduling rates increased.
- As the rates of self-scheduled appointments increased, the need for scheduling staff decreased. This corresponded a decreased of 15.4% in salaries and benefits expenses through attrition of 6 FTE.
- No show rates reduced from 4.7% to 2%, corresponding to more scheduled appointments being completed rather than an appointment slot going unused.

Self-Scheduled Appointments in Family Medicine



DISCUSSION

- Automation enhances, rather than reduces, the human interaction that patients value. It enables our staff to dedicate more attention to in-person interactions at the clinic instead of spending time on phone calls.
- With automation, patients can schedule appointments at their convenience, eliminating the need for blindly booking a time they may not be able to attend.
- Additionally, automation helps redirect costs from administrative tasks toward clinical expenses, ensuring more resources directly benefit patient care.

CONCLUSIONS

- The enhancement of the patient self-scheduling system has been highly successful, showcasing notable improvements in efficiency, cost savings, and patient satisfaction.
- The significant rise in self-scheduling rates, along with a marked decrease in no-show rates and operational costs, highlights the value of adopting innovative solutions in healthcare.
- Looking ahead, continuous assessment and refinement will ensure the system evolves to meet the changing needs of patient care, reinforcing its role as a vital tool in delivering exceptional healthcare services.

