

Reducing the Occurrence of Unfilled Outpatient Appointments in GIGU Department

Erin Panter, Susan Perry, Jeffrey Freier, Melody Musso, Ivan Mostrianskii,
Amanda Stanton, Ravinder Sidhu, MD, Ben Wandtke, MD, MS



University of Rochester Medical Center
601 Elmwood Ave, Box 648
Rochester, NY 14642

Corresponding author email:
ERIN_PANTER@URMC.ROCHESTER.EDU



Background



Fluoroscopy procedures are performed to diagnose conditions within the gastrointestinal track or genitourinary systems (GIGU)



In October 2023, there was an **8-week scheduling backlog** for GIGU appointments, and the average **procedure room utilization was 76%**

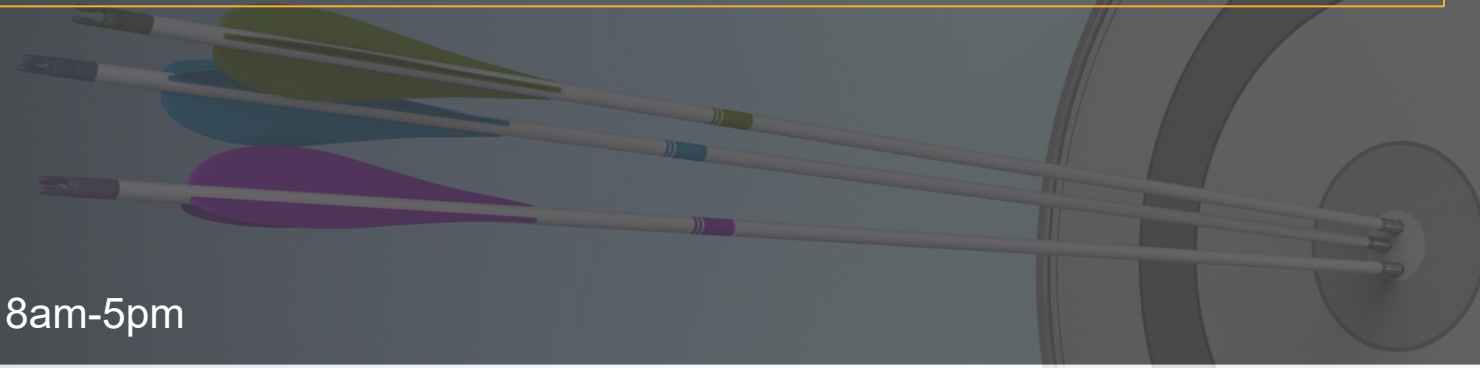


The goal of this project was to improve GIGU room utilization by reducing unused appointment slots

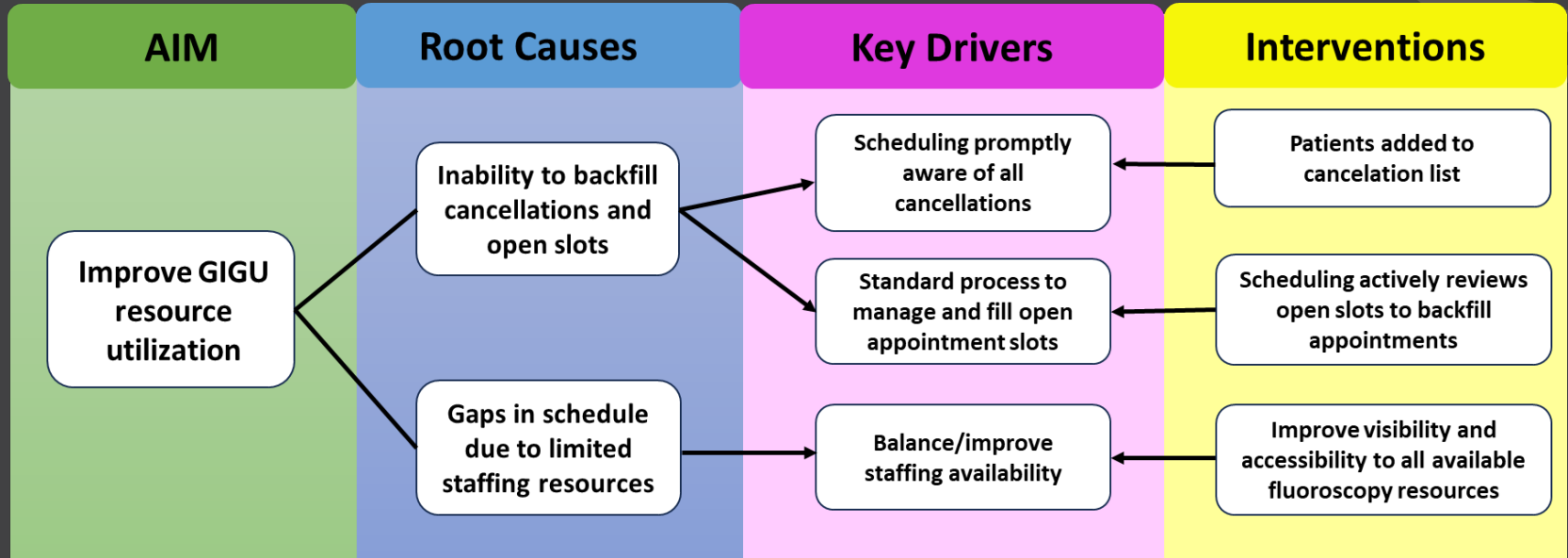
SMART Goal

Improve GIGU room utilization* from an average of 76% to 85% from September 2023 to March 2024

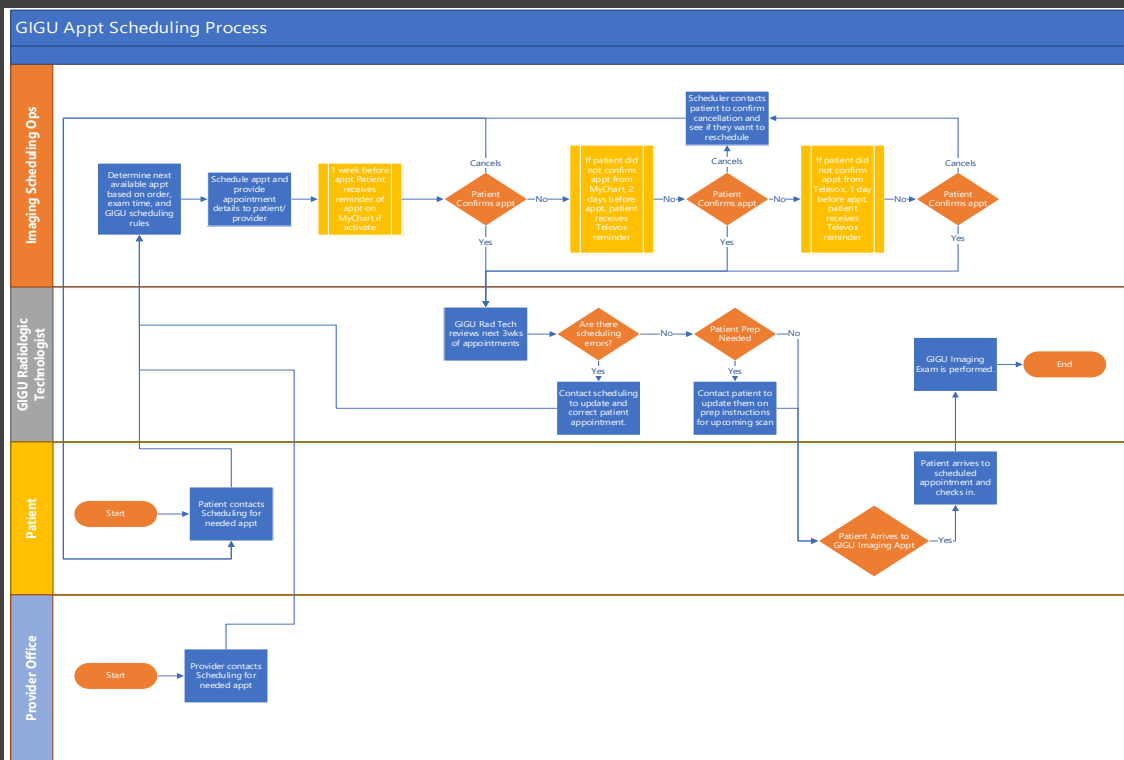
* Weekday 8am-5pm



Analysis

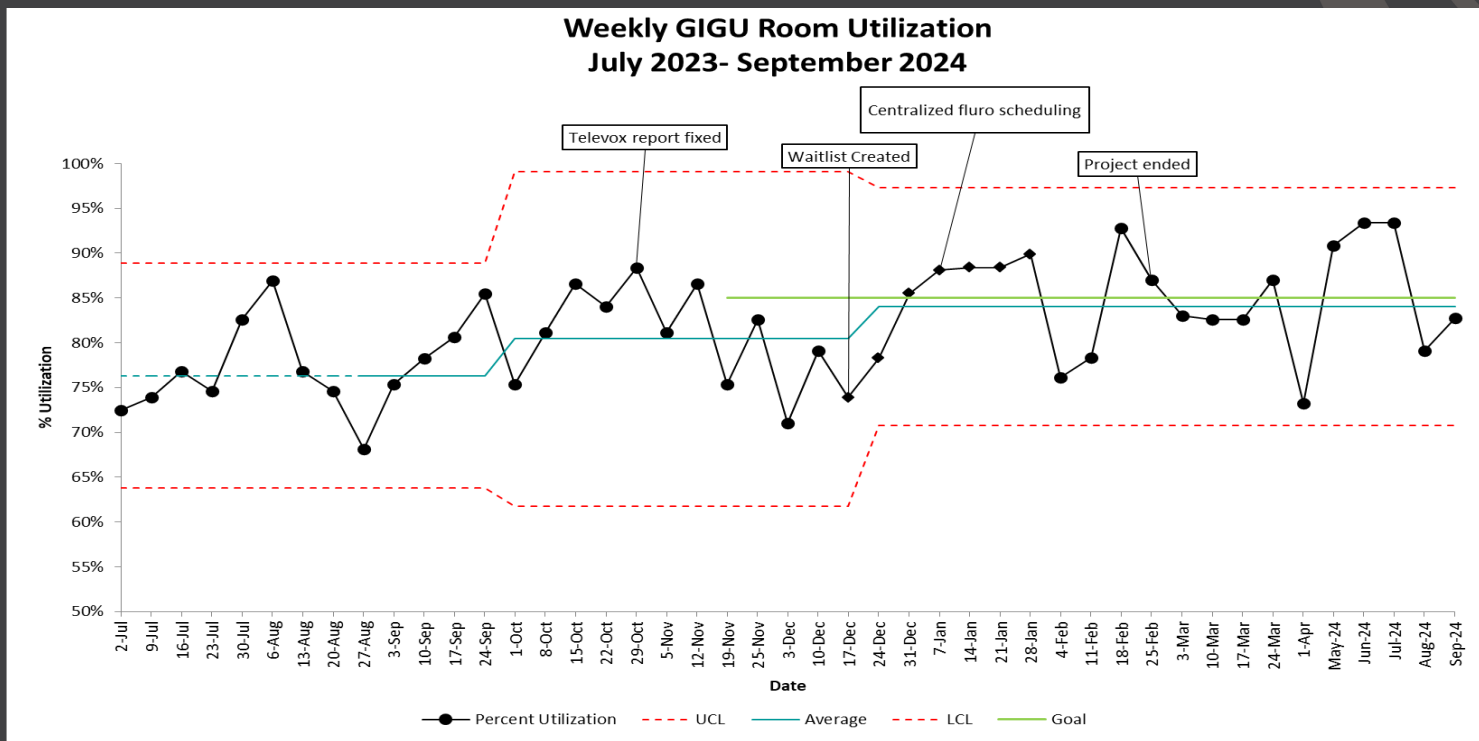


Interventions

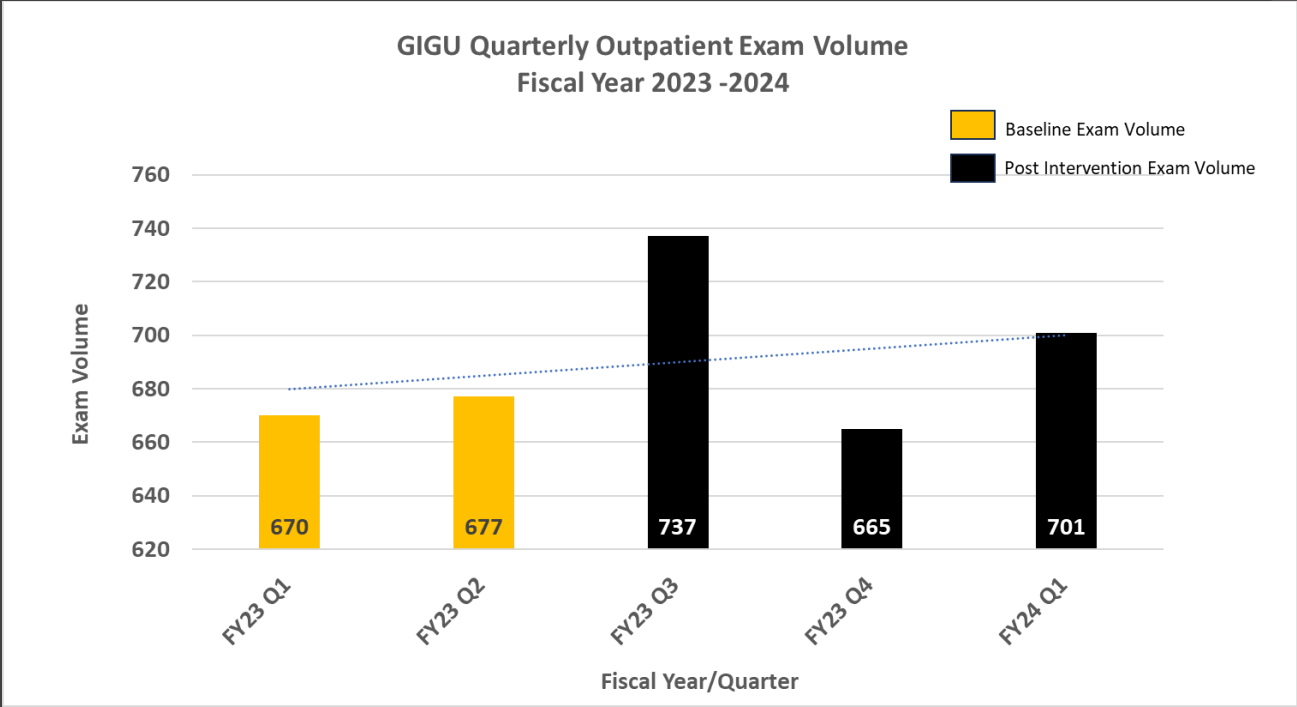


- Created a cancellation workflow with central scheduling
- Developed a patient waitlist to backfill open appointment slots
- Schedulers given ability to book appointments into regional sites

Results

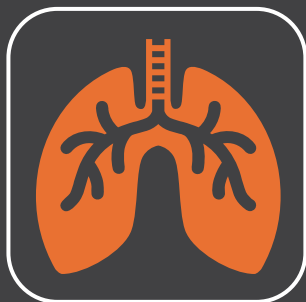


Exam Volume



Results

Estimated annual return on investment
\$27,000 (108 exam / year)



Weekly room utilization increased from an average of **76% to 86% (10%)**



Same day cancellation rates decreased from an average of **22% to 13% per week (41%)**



Exam volume increased from an average of **225 to 234 exams per month (4%)**



GIGU scheduling backlog decreased from **8.3 weeks to 7.2 weeks (13%)**

Key Points

- Scheduling and fluoroscopy service established a shared mental model of the importance of backfilling exams to better utilize room time.
- Due to radiology conferences, the daily noon-time scheduling blocks were unable to be filled during the project.
- A long-term plan was developed to fund a radiologic technologist to obtain advanced certification as a *Registered Radiologic Assistant (RRA)* – Estimated graduation date of 2026.

Sustainability and Expansion

- The primary intervention performed, the development of an EMR based waitlist workflow, was developed in a shared EMR with numerous other sites providing GIGU fluoroscopy services. We anticipate being able scale this process system wide.
- Prior to scaling our new workflow, our Department is exploring a technical solution to replace our manual waitlist process utilizing the EMR to automatically back fill open available slots.



Thank You

#RSNA24