

### **How to Reduce Your General Neurology Patient Wait Time by Creating an Access Clinic Using Advanced Practice Providers**

Struggling with long neurology patient wait times? Eager to recruit a general neurologist, but having trouble?

Here is a fresh idea: Create an Access Clinic for Neurology using Advanced Practice Providers (APPs)!

Case Study: Goal and Structure of an APP Neurology Access Clinic:

- Hospital established an Access Clinic staffed by 1 General Neurologist and 3 APPs.
- The goal is for the patients to be treated and sent back to their PCP, have a regimen in place for care, or to be referred to a specialist (Neurologist, Neurosurgeon, Neuropsychiatrist, or different department entirely). The goal is to not keep patients in the Access Clinic.
- The APPs help out the specialists by getting their patient history, making sure records are updated and recent, and ordering any labs/ diagnostics that the specialist may need, so that the specialist will have them when they see the patient.
- The APP and specialist (if triaged) are in good communication to discuss what was ordered and why, and so the specialist knows as much as possible before seeing the patient.

APP recruitment and training:

- The APP recruitment for these roles was a challenge because the roles were not common and familiar; they went nationwide for it. The hospital had one APP already and hired two additional APPs. The previous APP and one of the new hires had experience on the Neuro floor in the hospital, but no general neurology experience.
- The APP training was done by the neurologist leading the clinic. Their training was 6 months and consisted of learning all about general neurology. At the 3-month mark, they started seeing 2 patients a day and at 4 months, they started seeing 4 patients a day. After each visit, they immediately reviewed the patient with the neurologist. By month 6, all 3 APPs had full schedules.
- The neurologist is there to review the APPs' patients and be called in for complex patients or those with behavioral issues. The neurologist reviews and signs off on every patient that the APPs see.

Scheduling and wait times:

- The hospital previously had a wait time of over 1 year for their general neurology clinic. With the Access Clinic, it has been decreased to 28 days.
- The APPs are scheduled 1 hour for a new patient, and 30 minutes for a returning patient.
- They see returning patients for ½ day a week and also have ½ day week for administrative time.

*Copyright Notice: © 2018 RosmanSearch, Inc. All Rights Reserved*

*This material is a confidential trade secret and proprietary information of RosmanSearch, Inc. and may not be reproduced, used, sold or transferred to any third party without prior written consent of RosmanSearch, Inc. This material is also copyrighted as an unpublished work under §104 and 302 of Title 17 of the United States Code. Unauthorized use, copying, or other reproduction is prohibited by law.*