

Award Application

1	Project Title	Hardwiring Patient Safety While Improving Patient Experience
2	Clinical or Operational Area	Urgent Care/Virtual Care
3	Healthcare System	Baptist Health
4	Hospital or Entity Name	Baptist Health Medical Group Urgent and Virtual Care
5	Applicant Name	Brittney Talley, MPT
6	Applicant Title	Director of Operations
7	E-mail Address	Brittney.talley@bhsi.com
8	Telephone	
9	Mailing Address, City, State, Zip Code	
10	Please list the names and titles/roles of the additional members of the project team:	
	Name:	Title/Role:
	Jason Hoskins	Urgent Care Operations Manager
	Julia Miller	Urgent Care Operations Manager
11	Name of Senior Risk Management or Corporate Insurance Representative	Lynn Kolokowsky, VP Risk Management and Insurance
12	Mailing Address, City, State, Zip Code	1901 Campus Place, Louisville, KY 40299

13. The best practice/improvement submitted for consideration is a: (Check all that apply)

- Clinical Policy
- Performance Improvement Strategy (Six Sigma, etc.)
- Communication Strategy (Briefing before surgical procedure, senior management rounds, etc.)
- Other (Please specify)

Click or tap here to enter text.

14. Can the project be duplicated to support patient safety/risk mitigation strategies at other organizations? Yes

No

15. Briefly describe the project: (two paragraphs maximum, please attach any supporting documentation)

Sometimes, patients present to our Urgent Care clinics with life threatening complexity that they are not able to identify as part of their chief complaint. We created a process to achieve the identification of emergent symptoms, early provider notification, timely care, and maximizing patient safety. A second concern that this project addressed was the patient's perception of wait times. By implementing the clinical intake process, patients felt that their care was beginning closer to their arrival time in our clinic. This process also helps us to quickly identify a specific set of patient's chief complaints that could be seen in a

shorter period of time by one of our Virtual Care providers (utilizing Tyto Clinic), thus decreasing their wait time to see a provider in the clinic during times of increased patient volumes.

16. Describe how this project has reduced the potential for liability and improved patient safety. (one paragraph maximum)

Despite a 14% increase in calendar year, first quarter patient volumes, our combined interventions, clinical intake process and implementation of Tyto Clinic in the Urgent Care, has resulted in improvements for the following metrics: Length of Stay, Moving Through Your Visit Press Ganey domain, EPIC Registration to Triage time, and overall patient experience scores as measured by Press Ganey. In addition, clinical intake helps recognize the acuity of patient conditions through timely assessments.

17. What metric(s) have been used to measure and/or sustain success? (one paragraph maximum)

Patient Volume; Avg. Median Length of Stay; Avg. Registration to Triage; and Patient Experience (Moving Through Your Visit)

Data

Patient Volume	Month	Encounters	Month	Encounters	Volume Growth = 9,485 Encounters
	Jan 23	22,670	Jan 24	26,968	4,298
Feb 23	22,083	Feb 24	27,214	5,131	
Mar 23	24,250	Mar 24	24,306	56	

Average Median LOS	Month	Minutes	Month	Minutes	Average Improvement = 7.7 Minutes
	Jan 23	66	Jan 24	55	11
Feb 23	56	Feb 24	58	(2)	
Mar 23	66	Mar 24	52	14	

Average Registration To Triage	Month	Minutes	Month	Minutes	Average Improvement = 4.35 Minutes
	Jan 23	16.70	Jan 24	12.35	4.35
Feb 23	17.56	Feb 24	14.23	3.33	
Mar 23	16.53	Mar 24	11.16	5.37	

Patient Experience Moving Thru Your Visit	Month	% Rank	Month	% Rank	Average Improvement = 9.3
	Jan 23	69	Jan 24	73	4
Feb 23	70	Feb 24	83	13	
Mar 23	74	Mar 24	85	11	

18. Are you willing to share this project with other members of AEIX? Yes No
19. Was this project an original concept created by the project team? Yes No
20. Was this project based on successful practices evaluated from literature or other healthcare providers? Yes No
21. Is this project being implemented in your health system for the first time? Yes No
22. Do you have plans to publish the project results in a professional publication or networking forum? Yes No
23. Is there anything else you'd like to share about this project? An article was published profiling the successful reduction in wait times in urgent care as a result of the utilization of telemedicine.
<https://www.healthcareitnews.com/news/baptist-health-brings-urgent-care-waits-down-6-minutes-telemedicine>

Thank you for completing the application. Please follow these next steps.

- Please save this document in Word format and gather your supporting documentation.
- Forward the application and documentation to your senior risk management leader or corporate insurance representative. *They will need to complete and sign the Evaluation of Awards Application Form on the final page of the application before submitting it to American Excess Insurance by **Friday August 16, 2024.***

Evaluation of Award Application

The evaluation must be completed and signed by the senior risk manager or corporate insurance representative. Please evaluate the Award Application by indicating the best answer to the question.

1. **How will this project improve safety and/or reduce liability?**

- Little effect on safety and liability (1)
- Some improvement but metrics are not defined and/or it is not clear that measurable effect can be sustained (2)
- Strong effect with clearly defined metrics (3)

2. **What is the potential to share this project or practice with other AEIX members?**

- Little potential – i.e. *implementation requires major budgetary commitment, topic is highly specialized, and/or metrics are not clearly defined* (1)
- Some potential but process may be hard for another organization to implement, and/or its application may be limited - i.e. *major budgetary commitment, topic is highly specialized, and/or metrics are not clearly defined* (2)
- Strong potential for producing best practices (3)

3. **What level of impact will this project or practice have on the severity of risk exposure?**

- Little chance of impacting severity of risk but could address other issues (1)
- Some potential to impact risk exposure (2)
- Strong ability to impact severe malpractice exposure caused by significant risk events (3)

4. **What level of innovation best describes this project?**

- Project/practice is new to this organization and is based primarily on firmly established best practices (1)
- Project/practice was created primarily by applicants with some assistance from an outside vendor and contains well-established best practices with additional innovative features (2)
- Project/practice was created solely by applicants and could be included in established literature or industry best practices (3)

5. **Share your comments or recommendations.**

Lynn Rikhoff Kolokowsky	VP, Risk Management Insurance	8/16/2024
E-Signature	Title	Date
502-253-5979	lynn.kolokowsky@bhsi.com	
Phone	Email	

Send the completed application in Word format, supporting documentation, and signed evaluation to ana_taylor@premierinc.com by **Friday August 16, 2024**.

Thank you for your submission. In continued pursuit of our mission and vision to partner with forward-thinking healthcare leaders, inspire innovation, and provide the leading pathway for managing risk, we may share your project with other members of American Excess. However, this project will not be shared outside of the American Excess Insurance membership without your prior consent.