

Welcome To:

**Developing a Patient-Centered Approach to Optimizing Veterans' Access
to Health Care Services**

3/12/2020 Session 3

Operational and Tactical Considerations for Measuring Access

*Moderator: Lisa Rubenstein MD, MSPH
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This Session

- My brief introduction plus four 10 – 15 minute talks
- Please make liberal use of the “question box” function
 - Please label comments on clarifying a speaker’s points as CLARIFY; we aim to spend a few minutes on these after each talk
 - We will hold all other questions/comments until the discussion (after all 5 talks)
- We will also save your comments and analyze them after the workshop

Operational and Tactical Considerations for Measuring Access: Agenda

- **The Bauhaus of Measuring Access: Form Should Follow Function in Deciding What to Measure**
 - Kevin Grumbach, University of California, San Francisco Department of Family and Community Medicine
- **Measuring Access: Definitions and History**
 - Mary Barton, National Committee for Quality Assurance
- **Theory to Action: Applying Frameworks to Real-World Access Measurement**
 - Patrick Romano, University of California, Davis, School of Medicine
- **Measuring Access: Lessons From Across the Pond**
 - Martin Roland, University of Cambridge, UK

This Session Focuses on Access Measures

- Why measure access?
 - Without measures, improvement is just a conversation

Savage Chickens

by Doug Savage



This Session Focuses on Access Measures

- Why measure access well, especially in a public healthcare setting?
 - Measures are the basis for improvement
 - If we don't measure well, we address the wrong targets



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Improving Access Quality Requires Management

Access management encompasses a logic model for what produces better or worse access

- *Access management*: The set of goals, evaluations, actions and resources needed to achieve **patient centered healthcare services that maximize access** for defined eligible populations of patients. *
- *Optimal access management*: **Engages patients, providers, and teams** in continuously improving care design and delivery in order to achieve *optimal access*. *

Access measures identify the access target(s) management aims to achieve

*Rubenstein et al, JGIM 2019

A Focus on Access Targets

- *Optimal access*: Balances considerations of equity, patient preferences, patient needs, provider and staff needs, and value

Rubenstein et al, JGIM 2019

- This session focuses on the measures that define the quantity and quality of patient access to needed or desired care



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Access Measurement: Whose Perspective Matters?

Patients care about whether they can

- Access needed advice and/or care promptly
- Adjust access opportunities sufficiently in relationship to their access preferences around
 - Care modality
 - Scheduling
 - Continuity
 - Comprehensiveness

Providers and teams care about ensuring

- Patient satisfaction
- Ability to deliver needed care in time, including prevention
- A healthy workplace environment

Healthcare systems also care about managing access, including

- Availability of patient in person, telephone, and virtual access opportunities

Questions to Keep in Mind

Do we want to measure:

- Access opportunities or realized access?
- Face to face, telephone, or other virtual access?
- Quality of access?
- If quality of access, which perspectives are important to reflect?
 - Patients
 - Providers
 - Healthcare systems
 - Healthcare delivery sites
- What measurement characteristics are important?
 - E.g., reliability, validity, feasibility, comprehensiveness, actionability