VIRTUAL SAME DAY ACCESS…it’s not just for pandemics anymore
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LEARNING OBJECTIVES:

• Define elements of the Same Day Access model. (What)

• Explain how Same Day Access reduces client wait time and organizational cost while increasing clinician productivity. (Why)

• Demonstrate the steps to design Virtual Same Day Access, including use of virtual waiting rooms. (How)

• Illustrate Virtual Same Day Access through dialogue with an organization that implemented it.
WHAT IS SAME DAY ACCESS?

- *Unscheduled* access to clinical assessment either same day or next day from client’s request.

**Screening Call:**
- Rule out crisis
- Confirm service need matches services provided
- Insurance?
- Invite client in and give the Same Day Access hours

Target: 3-4 minutes

**Client Walks In to the Community BH Center for a Clinical Assessment**
Return to scheduled assessments, brought

- Long wait times
- High no-show rates
WHAT IS **VIRTUAL** SAME DAY ACCESS?

- Based on the Traditional Model of Same Day (walk-in) Access, but entirely *virtual*.

**Screening Call:**
- Rule out crisis
- Confirm service need matches services provided
- Insurance?
- Confirm client’s available technology and give login hours and login details (no password/account required)
  
  Target: 5-6 minutes

**Client Logs In to the BH Virtual Waiting Room**
WHAT IS **VIRTUAL** SAME DAY ACCESS?

- Enter the virtual waiting room
- Greeted by administrative support staff
- Complete consents and release forms digitally
- Return to the virtual waiting room until the clinician is ready.
WHAT IS VIRTUAL SAME DAY ACCESS?

With Clinician
- Complete Assessment
- One Treatment Plan goal
- Leave with a scheduled appointment to return within 5-8 days.

Credit: Healthcarefinancenews.com
WHY VIRTUAL SAME DAY ACCESS?
BECAUSE IT WORKS.
BECAUSE IT WORKS.
Increases Customer Engagement

BECAUSE IT WORKS.
BECAUSE IT WORKS.

Eliminates No-Show and Increases Clinician Productivity
BECAUSE IT WORKS.

Required for CCBHCs
QUESTIONS
HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.
HOW TO IMPLEMENT VIRTUAL SDA

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Step 2: Calculate and Establish Clinician Hours Needed

Use this Formula:

(assessments completed * minutes per assessment) + % of projected increase in assessments completed = Total clinician hours needed
HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

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Step 3: Choreograph the client’s journey (and your work flow).
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Initial Phone Call

- Target 5-6 minutes.
- Never Say “First-Come, First Served”.

Virtual Waiting Room

- Complete all administrative forms digitally.
- Reduce assessment session time by gathering information.

With Clinician

- Target a 60-minute session.
- Complete one treatment plan goal so that next client session can be therapy.

With Scheduler

- Next client appointment should be scheduled within 8 calendar days.
- Scheduling beyond will undermine client engagement.

Credit: bluestoneps.com

Credit: healthcarefinancialnews.com

Credit: patientpop.com
HOW TO IMPLEMENT VIRTUAL SDA

Step 3: Choreograph the client’s journey (and your work flow).

Design contingency plan to implement if:
• Assessor is out sick,
• Demand exceeds capacity,
• Wait times to the assessor exceed 30 minutes.

If you turn clients away routinely, something is wrong with your design. Diagnose the problem and fix it!
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Step 4: Test Everything!
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Step 5: Plan your Transition
STEP 5: PLAN YOUR TRANSITION

Existing Appointments

Future Kick-Off Date
(Clinician schedules blocked after this date)

End of Transition

Same Day Access
HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

Step 2: Calculate and Establish Clinician Hours Needed

Step 3: Choreograph the client’s journey (and your work flow).

Step 4: Test Everything

Step 5: Plan your Transition

GO!
QUESTIONS
PANDEMIC IS ENDING, WHY WOULD WE NEED THIS?

- Telehealth is here to stay.
- Virtual SDA offers clients EVEN MORE options for access.
- What if your services weren’t bound by your four walls?
Thank you!