

SUNY SAIL PROJECT

UHB Urology Improved Ambulatory Clinic Template Management

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Department of Urology University Hospital of Brooklyn



DOWNSTATE
HEALTH SCIENCES UNIVERSITY



UHB: Department of Urology

Mission Statement: The Department of Urology is committed to making high quality, comprehensive, compassionate, patient centric Urologic Care to all residents of Brooklyn regardless of their ability to pay. We are proud to have providers and staff that reflect the ethnic diversity of the communities of Brooklyn

Vision: The UHB Department of Urology will be one of the Leading Providers of Urological Services in Brooklyn.

Key Service Offerings:

- Comprehensive service offerings within the discipline of Urology and Urologic surgery including applications of the most advanced robotic/endoscopic procedures.
- Diverse faculty; 2 full-time UHB Urology Providers are of African -American/Afro-Caribbean decent which aligns with the population of the service area.

Goal : Expand Volume of Current Service Offerings

Objective: 50% increase in UHB Urology RVUs

Department of Urology
Goal: Expand Volume of Current Service Offerings (Summary)

Strategic Planning Driver(s)	Growth
Goal	Expand Volume of Current Service Offerings
Sponsor	Departmental Director of Operations: Llewellyn Hyacinthe MD
Team Members	SUNY Downstate Department of Urology Chairperson: Jeffrey Weiss MD UHB Clinical Staff: Brian McNeil MD, Llewellyn Hyacinthe MD, Dolka Fareux, Soraida Perez, Suzveida Maldonado
Expected Timeframe	2021-2024 (SUNY SAIL PROJECT 6 MONTHS)
Objective(s)	External: Expand current Community Provider Referral data base by 25%
* Focus of SUNY SAIL Project	Internal*: Reduce Patient No-Show/ Cancellation Rate Reduce Waiting time for Clinical Appointments
Resources Required	Referral Data Base Management led by UHB Urology Clinical Staff Out reach/ Marketing targeted to community primary care practices. EMR Access for Outside Referring Providers Improved Ambulatory Clinic Template Management* Improved Patient Amenities / Evening Clinic Sessions: Monitor Progress with Surveys
* Focus of SUNY SAIL Project	

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WHAT WE KNOW	GOALS
Next available Clinic Appointment in Urology Ranges From 4 to 6 weeks.	Health Bridge Chart Review of No Show New Patients Scheduled for UHB Urology
Scheduled Clinic Appointments UHB Urology: 4550 Patient No-Shows: 1537 (34%) Patients Receive Robo-Call Reminders	Try and Identify Potential Risk Factors for New Patients No Shows for the UHB Urology Clinic
WHAT WE THINK WE KNOW	Develop a No-Show Risk Assessment For New Patients Scheduled for UHB Urology Based on Data
Patients are Aware of Their Appointments	Adjust Clinic Template Based On Assessment of Risk Of No Show
WHAT WE DON'T KNOW	Reduce Wait Time For Clinic Appointments
Reasons for No- Shows	