

A Quality Improvement  
Practice Redesign  
to Optimize Access to Care

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# Background

- Affordable Care Act, 32M new patients <sup>1</sup>
- Physician shortfall projected to be 25% <sup>2</sup>
- Cardiology provider shortfall 16,000 by 2025 <sup>3</sup>

System reorganization is necessary to provide healthcare to more patients with fewer resources

<sup>1</sup> healthcare.gov

<sup>2</sup> Moote, M., et al. Journal of Medical Quality. 2011; 26(6), 452-460.

<sup>3</sup> Rodgers, G. P., et al. Journal of the American College of Cardiology, 2009; 54(13), 1195–1208.

# Advanced Practice Providers (APP)

## Nurse Practitioner

- Masters or Doctorally prepared
- provide all aspects of medical care
- works independently or collaboratively (state dependent)
- nursing and biomedical approach

## Physician Assistant

- Bachelors or Masters prepared
- provides all aspects of medical care
- practices medicine with physician supervision
- biomedical approach

**More similarities than differences relative to scope of practice**

# Aim of Redesign

- Increase patient access to care
  - increased availability for new patients
  - increased appointment times for return patients
- Enable all team members to work at the top of their knowledge, competence and licensure

# Quality and Cost Effective Care

- Patients cared for by APPs have been shown to have equal to or better outcomes than those cared for by physicians <sup>1</sup>
- Practices that utilize multidisciplinary care teams of APPs and MDs demonstrate lower labor costs and increased APP job satisfaction <sup>2</sup>

More patients can receive quality care if organizations utilize their workforce resources effectively

<sup>1</sup> Munding M, et al. *The Journal of the American Medical Association*. 2000;283(1), 59–68

<sup>2</sup> Roblin D, et al. *Health services research*. 2004; 39(3), 607–626.

# Practice Models

Visit Element	Tandem (old)			Parallel (new)		
	MD	APP		MD	APP	RN
Review of systems		X		X	X	
History		X		X	X	
Physical Exam	X	X		X	X	
Assessment/Plan	X	X		X	X	
Document		X		X	X	
Bill	X			X	X	
Teaching		X		X	X	X
Follow-up		X			X	X
Triage Calls		X			X	X

Tandem –one patient, two providers, only one bills for services  
 Parallel – two patients, two providers, both billing for services

# Results

	Old model	New Model
Time until next available new appointment	32 days	<5 days
Time until next available return appointment	18 days	1 day

**Redesign is fiscally responsible and serves more patients with existing resources**

Timing is excellent for such an innovation as practice redesign, given healthcare reform and the current national environment of change.

Practice redesign can increase patient access to clinical outpatient services and excellent team based care while utilizing all workers to the full extent of their licensure and training.