

Spanish Optometry Clinic

The Problem

The Eye Unit is one of the top two volume clinics at BIDMC for Spanish speaking patients. The Optometry team and Interpreter Services worked together on a solution to improve access and to decrease the DNKs (appointments not kept/not cancelled) for Spanish speaking patients. DNK rates at inception of the program averaged between 30-40% for this population, creating down time for Optometrists and tying up valuable interpreter time. The Spanish Optometry Clinic idea was born to improve access, efficiency, and equitable patient centered care.

Goal

Create dedicated Spanish Optometry Clinics 2-3 sessions per week to decrease the DNK rate by 5-10% in the first year, while increasing provider, patient and interpreter satisfaction.

The Team

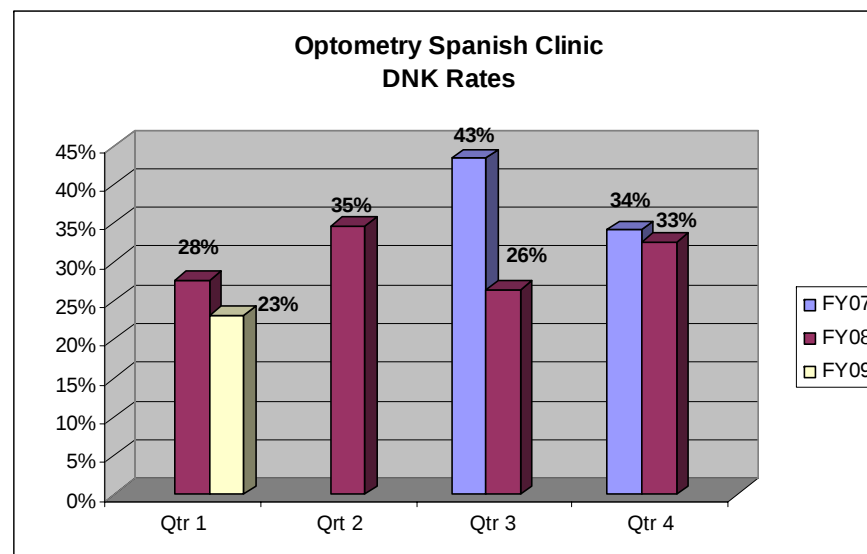
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Spanish Interpreters:
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Enrique Sanchez,
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Sandra Hewitt, Amb Ops
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Optometrists:
Michele Coleman, Olga Zeldin,
Jessica Poscover,
Paul Murray
Charmaine Massey, Amb Ed

The Interventions

- Created New Provider Templates in CCC for Optometrists' and Interpreters' schedules.
- Trained staff in both departments (Eye Unit AA's) to ensure proper scheduling.
- Implemented confirmation calls to Spanish Clinic patients by same interpreter assigned to their clinic.

The Results



Lessons Learned

- After 3 months, we needed to change the day of one of the clinic sessions as the DNK rate was higher on Friday than on other days.
- Creating a discrete clinic for Spanish patients has resulted in better access and higher volume for this patient population, with an 8% decrease in DNK rate FY07-FY08 and continued improvement into FY09.
- Optometrist and Interpreter schedules now can be synchronized.
- Provider and Interpreter satisfaction has improved with scheduling reliability. In addition, patient feedback has been positive.

Next Steps

- Continue the program and monitor DNK rates.
- Try scheduling more tightly for these clinic days as the DNK rate is still high enough to ensure that we see all patients who come.



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