# How KairoiOptimize™ Raised Productivity for PrimeCareHealth

Kairoi's scheduling tool delivered more kept appointments and revenue at a Chicago FQHC

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# KAIROI HEALTH

## THE CHALLENGE

**Could KairoiOptimize improve productivity, even at the Center's best performing clinic?**

Working with the local Medical Directors to encourage staff buy-in, we chose a clinic in which to examine the effectiveness of KairoiOptimize on physicians' schedules and productivity. It was the most productive location organization-wide. The thinking was that if Kairoi could improve on this clinic's 88% productivity without negatively impacting the physicians, we could surely help all the others. Productivity was defined as the percentage (%) of kept appointments in relation to available appointment slots.

## THE METHOD

We began by collecting the providers' appointment histories and cleaning up the data entry errors. We then analyzed the data to identify each provider's unique patterns of no-shows and late cancellations—specifically, to learn where in the daily schedules those productivity-killing events were most likely to occur. Those predictable "holes" in provider schedules can be intelligently back-filled to increase the % of kept appointments.

KairoiOptimize is designed to add back-up time slots in providers' schedules at times when that provider's history indicates they are needed. Our analytics factor in time of day, day of the week, and fluctuations in patient load based on time of year.

A physician's slate of active appointments may look full in the morning, but attrition occurs over the course of the day: on average, no-shows outnumber new appointments ("walk-ins"). Given this consistent fall-off, the provider needs a significant surplus at the start of the day. Back-up slots provide "spaces" to maintain the steady supply of active appointments shown in the provider's schedule. Placements of back-up slots in the PCH schedules was determined by our analysis.

**CORRECTING ASSUMPTIONS**

Like other FQHCs and healthcare organizations generally, PrimeCareHealth had previously focused efforts on modifying patient behavior to reduce rates of no-shows and cancellations. But there's little evidence that patients can be *made* to keep appointments. The rate of no-shows, kept appointments, and new appointments booked did not change as the number of kept appointments increased. Instead of trying to manage patient behavior, Kairoi's approach to improving productivity is to increase the supply of available appointments in an informed, data-driven way.

## THE SOLUTION

To generate staff buy-in, KairoiOptimize schedules were deployed for 3 MDs in one clinic beginning in October 2019. These physicians had previously seen patients during 88% of their available appointment slots. When the numbers were counted over the five months through February 2020, they had seen patients during 94% of their available appointment slots. This increase translated to an additional 190 kept appointments—with no additional hours added to the provider's days—and $23,000 in additional clinic revenue.

Before the pilot was concluded, 2 physicians at another clinic adopted our schedules in February 2020. These physicians had previously seen patients during only 76% of their available appointments slots. For February they saw patients during 88% of their available appointment slots. This yielded an additional 62 billed encounters and an increase of $7,000 in clinic revenue for that one month. With those results in hand, the way was paved to adopt KairoiOptimize for all providers at all locations.

## THE RESULTS

Annualizing those results, with all of PrimeCareHealth's providers using KairoiOptimize schedules, the increases would amount to more than 14,000 additional billed encounters and added revenue of $1.8 million. Analyzing the appointment records shows that the improvement was achieved by maintaining an average of 3.5 slots in a provider's daily schedule for booking back-up patients. The point is not to increase the number of appointments beyond the base number set by the clinic, but rather to ensure that a back-up patient is available at the time when a no-show or late cancellation would have put a hole in the provider's day.

**14k+**
ANNUALIZED ADDITIONAL
APPOINTMENTS

Without adding hours
to the provider's day

**93%**
PROVIDER
PRODUCTIVITY

Maintained over
5 months

**1.8m**
ADDED ANNUAL
REVENUE

Using KairoiOptmize
provider schedules

## THE BENEFITS

### INCREASED REVENUE

When the results shown above are extrapolated for the year over all providers at all PrimeCareHealth sites, additional revenue is projected at $1.81 million.

### PROVIDER AND PATIENT SATISFACTION

Deploying back-up slots with the Kairoi schedules was invisible to providers, who experienced no sense of increased burden in their workdays. Patients did not back up in the waiting rooms. Executives and practice managers were convinced of the value of using KairoiOptimize.

*"We piloted KairoiOptimize in our best–performing clinic during the last quarter of 2019, and brought their January productivity up to 100%. In February, we began implementation of KairoiOptimize across all clinics."*

LYNN HOPKINS, CEO
PrimeCareHealth

*"You guys are awesome!."*

ROBERT VAN GILDER, CFO
PrimeCareHealth

## TAKEAWAYS

» For FQHCs, even modest increases in productivity rates can mean survival or failure.

» Efforts to manage patient behavior have little impact on productivity.

» KairoiOptimize analyzes each provider's appointment history and intelligently adds back-up time slots in their schedules where needed.

» KairoiOptimize increased productivity from 88% to 94% for one group of physicians, and from 76% to 88% for another, prompting buy-in across the organization.

» On an annualized basis, a full rollout would result in an additional $1.81 million in revenue to the client.