

## Maximizing Patient Access: Provider Productivity Is the Key

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*“Primary care is the only health care component where an increased supply is associated with better population health and more equitable outcomes.”*

National Academy of Science, Engineering and Medicine  
*Implementing High-Quality Primary Care: Rebuilding the Foundations of Health Care*  
May 2021

Kairoi Health has implemented its KairoiOptimize™ solution at PrimeCareHealth, a Federally Qualified Health Center (FQHC), to improve patient access to at their six primary care sites in Chicago.

At PrimeCareHealth, as with other healthcare facilities served by Kairoi Health, medical providers on average saw 2 fewer patients each day than were on their morning schedules. The number of walk-ins did not offset the number of same-day cancellations and no-shows. This meant that providers almost always ended the day both short of their goal and knowing that valuable resources, including their time, were not put to good use.

The clinicians who founded Kairoi Health understood this situation and saw the moral imperative not to waste these resources.

Practice schedules have been created the same way for generations, and thus the results have not changed either. Practitioners have attempted to use double booking and wave scheduling, but both created new problems while not fully solving the first. Neither of those models looked at or learned from the provider’s appointment history.

KairoiOptimize was created to review the providers’ appointment histories and to add backup slots for patients where the history indicated a likely late cancellation or no-show.

### *And the process works.*

At PrimeCareHealth over the first half of this year, KairoiOptimize added backup slots to the schedules of 15 primary care providers resulting in the addition of 1,239 kept encounters, a 10% increase in completed patient visits, with no provider working additional hours.<sup>1</sup>

KairoiOptimize does not remind patients. Our studies have found that few of the patients who receive a reminder are “reminded” to come in for an appointment they had forgotten. The kept rate for patients who received a reminder is the same as for those who did not. And confirmations can’t be trusted—30% of confirmed appointments still end as same-day cancellations or no-shows.

KairoiOptimize does not double-book the patients who chronically no-show. Our studies show that 7.2% of all patients late-cancelled or no-showed for 57% of their appointments. That was only 17.4% of the problem. Double booking all of those patients all of the time would only address 1/6 of the problem.<sup>3</sup>

KairoiHealth’s research has determined that most patients who late-cancel or no-show do so because “life gets in the way.” Different people have myriad reasons for missing medical appointments (e.g., a child was sick, they had to work overtime, etc.) KairoiOptimize analyzes the appointment history of each provider’s patients to see what days of the week and times of day correspond with a likelihood of their lives getting in the way, and that is where our patented process places the backup slots.

At the end of each day, KairoiOptimize will deliver the number of kept encounters you expect in your practice.<sup>4</sup>

*“At many provider systems, physicians' schedule density is currently about 80%, but high-performing practices can consistently reach a 90% to 95% density without physician burnout.”*

McKINSEY & COMPANY  
 "The Productivity Imperative for Healthcare Delivery in the United States"  
 February 2019

## NOTES

<sup>1</sup> PrimeCareHealth, January through June 2021, for 15 medical providers at 3 locations  
 Available Appointment Slots, 16,341 KairoiOptimize additions 1,239, Total Kept Appointments 13,259

<sup>2</sup> Patient Reminders  
 PrimeCareHealth, January through September 2019  
 228,441 patient booked appointments, 109,392 received a reminder, 119,049 did not,

	<b>Kept</b>	<b>Late Cancellation &amp; No-Shows</b>	<b>Early Cancellation &amp; Reschedule</b>
Patients with Reminder	58%	32%	10%
Patients without Reminder	67%	20%	12%

<sup>3</sup> Chronic No-Shows  
 PrimeCareHealth, January 2018 through June 2020  
 36,712 patients booked 336,728 appointments  
 669 patients, 7.2% of all patients were responsible for 17.4% of late cancellations.  
 As a group, these 669 patients late-cancelled or no-showed for 57% of their appointments.

<sup>4</sup> Setting a reasonable productivity rate in a primary practice environment has been studied widely. The studies all indicate that seeing patients in 90% to 95% of a provider’s available appointments is achievable without stressing the provider. The recent McKinsey report defines that goal, and clinics using KairoiOptimize have achieved it.

EHRs are complex, and practices and clinic staff do not always use the systems the way their designers intended. On another level, there is the problem of human oversight or error: people make mistakes when entering information. Kairoi Health has found both kinds of problems in all the EHR data that we have worked with. The solution we arrived at was to look at all possible data fields to confirm the numbers we produce. Our patented data cleansing process compensates for both human error and misuse of the system.