

Advanced Access Facilitation Manual

Pre-Work Phase

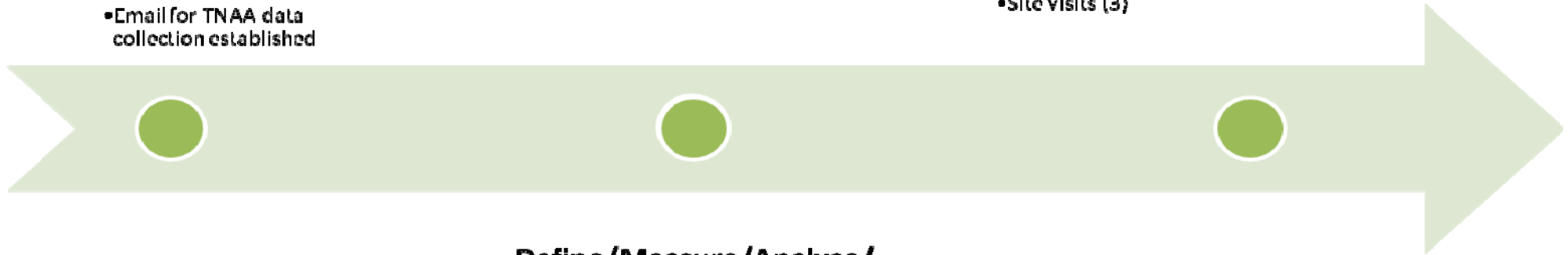
- Meeting with Physician and Team
- Gemba Walk
- Supply/Demand measures collected
- Email for TNAA data collection established

Analyze/Improve/Control Phase

- Quality Board Huddle attendance
- Site Visits (3)

Define/Measure/Analyze/ Improve Phase

- Supply/Demand Analysis
- DMAI Team Day (1.5 days)



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Pre-Work Phase

Time Frame	Agenda Item	Agenda Details	Objectives	One Pages / Templates
45 min	Meeting with Physician and Team	<ul style="list-style-type: none"> • Introductions and review of the agenda and what is to be accomplished by the end of the visit • Quick review of the PQ&E program • Quick review of the Advanced Access program and the flow of events (ensure the physician is aware that the data will be shared during the DMA Team Day) • Discuss team roles <ul style="list-style-type: none"> ○ YB role ○ Team Lead role and identify who would be the team lead ○ Team member role ○ Project Sponsor • Review the supply / demand data collection tool • Discuss the measurement timeframes including the measurement test period and measurement check points • Discuss process for collection of TTNA – web based • Schedule the measurement test period, the implementation period and measurement check points • Discuss Quality Board, what it is and decide a location • Discuss possible dates for the DMAI Team day • Collect signed Accountability Agreement 	<ul style="list-style-type: none"> • Build credibility and relationship • Ensure there is an understanding of the program and the requirements • To implement the measurement system 	<ul style="list-style-type: none"> • What is ACA One-Pager • Team Roles One-Pager • Understand Supply and Demand One-Pager • Supply / Demand measurement template • Accountability Agreement (blank copy)
15 min	Gemba Walk	<ul style="list-style-type: none"> • See Gemba Walk One-Pager and Template 	<ul style="list-style-type: none"> • Build credibility and relationship • Look for opportunities 	<ul style="list-style-type: none"> • Gemba Walk One-Pager • Gemba Walk Template

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Define/Measure/Analyze/Improve Phase

Time Frame	Agenda Item	Agenda Details	Objectives	One Pages / Templates
N/A	Supply / Demand Analysis	<ul style="list-style-type: none"> After receiving all the measurement sheets create the appropriate graphs Start the Report Out Presentation Send Supply/Demand Data and TNA data to Sponsor 	<ul style="list-style-type: none"> To get all the information compiled for the DMA team day 	<ul style="list-style-type: none"> Report out Presentation Template
N/A	Prep work the DMAI team day	<ul style="list-style-type: none"> Book training room (ensure there is a break out room for the second morning) Send Agenda Confirm Attendance Meet with Sponsor and schedule attendance for kick off of DMAI team Day Ensure you have the necessary supplies 	<ul style="list-style-type: none"> Prep work for the team day 	NA
1.5 days	DMAI Team Days	<ul style="list-style-type: none"> Attend the DMAI team day and teach selected portions Present Supply/Demand data 	<ul style="list-style-type: none"> To provide Advanced Access and Lean Six Sigma Training To move into the DMAI phase of the project 	<ul style="list-style-type: none"> A3 ACA Report Template Process Map Measurement Plan Template (optional) Measurement Sheets (potential) PDSA Cycles Template Action Plan Template Report Out Presentation
N/A	Schedule Sponsor for QB Set up/Implementation Visit or Site Visit	<ul style="list-style-type: none"> Schedule Attendance of Sponsor 	<ul style="list-style-type: none"> Engaged Sponsor Leadership (Sponsor) demonstrating importance and interest in project 	

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Analyze/Improve/Control Phase

Time Frame	Agenda Item	Agenda Details	Objectives	One Pages / Templates
15-30 minutes	QB Set Up and Implementation Visit	<ul style="list-style-type: none"> Attend first QB Huddle with team 	<ul style="list-style-type: none"> Get team started conducting QB Huddles To ensure the Quality Board is ready for when you come for the site visit 	<ul style="list-style-type: none"> Advanced Access Quality Board Huddle One-Pager
NA	Site Visit 1 Prep Work	<ul style="list-style-type: none"> Call with Team Lead prior to Site Visit 1 <ul style="list-style-type: none"> Ensure Quality Board is populated in accordance to the Quality Board Standard If additional data was collected, ensure data is analyzed and included on the Quality Board 	<ul style="list-style-type: none"> Offer coaching and assistance with analysis of any additional measures Review how to conduct a huddle and purpose of same. 	<ul style="list-style-type: none"> Advanced Access Quality Board Huddle One-Pager
120 min	Site Visit 1	<ul style="list-style-type: none"> Meet with Team and conduct a quick review of the Quality Board Set up Capture any additional actions/measures on an Action Plan Template Review current PDSAs – create, tweak, sign off or discard Schedule next follow up phone call with Team Lead and schedule Site Visit 2 	<ul style="list-style-type: none"> To review the Quality Board set up To provide support and direction To guide the team through their PDSAs 	<ul style="list-style-type: none"> Action Plan Template PDSA Cycle Template Advanced Access Quality Board Huddle One-Pager
NA	Site Visit 2 Prep Work	<ul style="list-style-type: none"> Call with Team Lead prior to Site Visit 2 <ul style="list-style-type: none"> Verify Quality Board is updated Update measures – including TNAA 	<ul style="list-style-type: none"> To ensure the Quality Board is updated 	
120 min	Site Visit 2	<ul style="list-style-type: none"> Meet with Team to review QB huddle – standing agenda required? Review PDSAs – create, tweak, sign off or discard Control plan discussion introduced Develop new Action Plan (if applicable) Schedule next follow up phone call with Team Lead and schedule Site Visit 3 	<ul style="list-style-type: none"> Determine if standing agenda required to stay on task at huddle To ensure the Team is comfortable with conducting a huddles To provide support and direction To continue PDSA cycles To guide the team through their PDSAs 	<ul style="list-style-type: none"> Action Plan Template PDSA Template Hierarchy of Controls One-Pager Control plan

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Time Frame	Agenda Item	Agenda Details	Objectives	One Pages / Templates
NA	Site Visit 3 Prep Work	<ul style="list-style-type: none"> • Help create a standing QG huddle agenda (if required) • Call with Team Lead prior to Site Visit 3 <ul style="list-style-type: none"> ○ Verify Quality Board is updated and send any additional data collected 	<ul style="list-style-type: none"> • Help facilitate the QG huddle and staying on task • To ensure the Quality Board is updated 	<ul style="list-style-type: none"> • Create a standard agenda for QB huddle (if required)
120 min	Site Visit 3	<ul style="list-style-type: none"> • Review Control plan • Review QB Standing Agenda (if required) • Work with the group to identify what the next improvements are • Develop Action Plan as to when the Final A3 ACA Report and any new PDSA cycles will be sent in to update QB • Decide if further follow up required for additional changes 	<ul style="list-style-type: none"> • To ensure actions are being completed • To close off current the PDSA cycles and identify their next QI project/PDSAs • To ensure the changes will be sustained 	<ul style="list-style-type: none"> • Action Plan Template • Control plan template
N/A	Story Board	<ul style="list-style-type: none"> • Complete story board for celebration event 	<ul style="list-style-type: none"> • Provides opportunity for others to learn about project 	<ul style="list-style-type: none"> • Story Board