

Partnering through the Pandemic: COVID Scheduling and Service Center Successes



bluetree

A Tegria Company

Background and Challenge

In early 2020 University Medical Center of Southern Nevada (UMC) contracted with Las Vegas businesses to help get the city back up and running by providing widespread COVID-19 testing. Their public and private partners were counting on UMC to be a major contributor to reopening Las Vegas by increasing their scheduling from 500 to 2,500 patient tests per day and to increase their testing four-fold to 4,000 patients a day.

Goals and Solution

UMC asked Bluetree to partner with them to optimize their scheduling workflow and get 1,500 to 2,500 community member and corporate partner employee COVID tests scheduled each day. Over the course of five business days, UMC and Bluetree designed and implemented a rapid registration process that lets patients schedule their own COVID-19 tests in one short session.

UMC needed an online scheduling portal that could gather certain necessary information from patients as they scheduled their tests. The tool needed to accommodate scheduling patients who had not previously been seen at UMC and needed new patient records established. The tool also needed to capture employer information because each corporate entity had specific requirements that needed to be met, from requiring employee validation to ensuring that the employer was billed for the test instead of the patient. To ensure contactless testing and results reporting, the portal needed to include authorization and treatment consent forms for patients to sign during the self-scheduling process.

Bluetree worked with UMC to set up Epic's open scheduling to allow anyone, regardless of whether they were a UMC patient, to schedule a COVID test and set up a MyChart account to receive their test results electronically. The new self-scheduling workflow speeds the testing process and fills testing capacity by:

- Eliminating the manual steps that slowed down patients and analysts in the previous workflow. Patients and staff can finish the new self-scheduling workflow in under ten minutes instead of 24 to 48 hours.
- Setting up a Service Center for real-time support of patients during the scheduling and MyChart Activation process, a fundamental service since fewer than 10% of existing UMC patients had an active MyChart account before the pandemic.

Another key step to safely reopening businesses was ensuring that employers received accurate results reporting quickly and securely in order to make sound staffing decisions. State and federal reporting was also mandated for approval of reopening businesses. Creating a secure reporting process meant integrated non-Epic data from outside reference labs into Epic's Caboodle data Warehouse, then distributing both the Epic data and the non-Epic data to the appropriate data consumers.

Execution

Patient Self-Scheduling Workflow

The new patient self-scheduling process uses web forms to collect patient information and route it into UMC's Epic system. Patients enter their employer and demographic information, fill out consent and authorization forms, and then schedule their own COVID-19 test or vaccination. Patients can access their test results through MyChart, so the portal includes instructions for setting up and activating a new MyChart account. Call routing connects MyChart users to Bluetree's new patient self-scheduling service center for assistance.

Patient Service Center

Bluetree also partnered with UMC to set up a patient self-scheduling Service Center to provide immediate answers to patients during the test scheduling process. Service Center specialists help patients sign up for MyChart if they need an account so they can access their test results later. UMC handled all their own Service Center calls starting in September 2020 when call volumes dropped after the first wave of infections, but volume spiked again with the new wave of COVID-19 infections in December 2020 and Bluetree reactivated our Service Center support in a week's time.

The Service Center's first contact resolution (FCR) has reached 97 percent consistently, and in addition to resolving issues, we also monitor trends. If we detect a recurring issue that is outside our current scope, we work with the client to expand our scope.

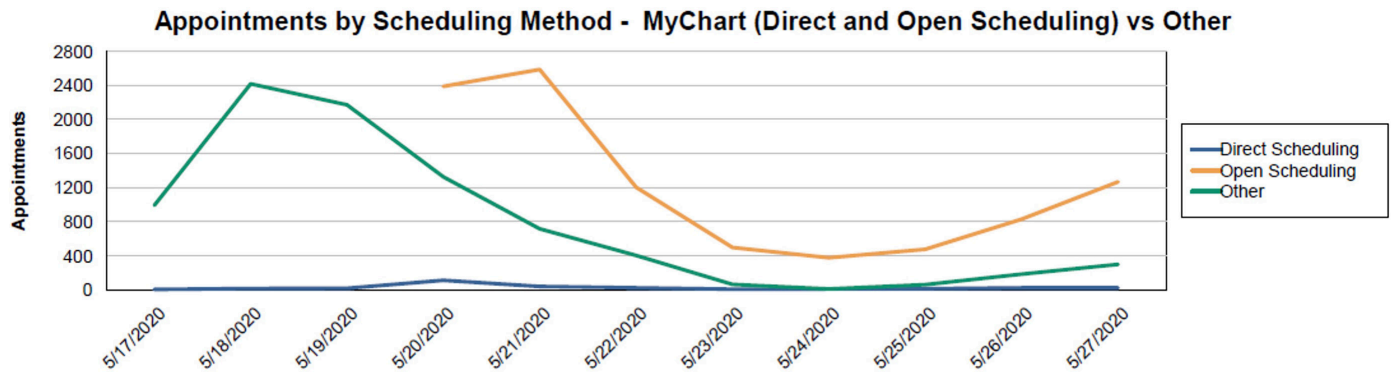
Automated Test Results Distribution

Ensuring secure and accurate test results reporting for employers required a high level of analytics coordination. Working with a downsized team after a voluntary separation program, Bluetree analysts worked with UMC's data engineering team to create a process to integrate non-Epic data from reference labs into Epic's Caboodle data warehouse. Bluetree then created processes to securely distribute testing data from multiple sources to over 120 employers and to fulfill requisite state and federal reporting requirements.



Outcomes Summary

In its first three days live, the new online portal was used to schedule over 6,000 patient tests. UMC successfully filled testing capacity and satisfied their contracts with Las Vegas businesses, expanding to offer this service to even more community employers. UMC is saving \$5,000 per day in schedulers' time and has increased patient satisfaction by shortening the scheduling process to under ten minutes.



As employees and patients now find themselves needing to get vaccinated for COVID-19, patient self-scheduling is a valuable tool to help organizations and cities safely stay open or reopen as the pandemic continues.

Outcomes



New entities can be brought up on Patient Self-Scheduling in under 48 hours.

97%

First contact resolution (FCR) of in the Service Center

Reduced time to schedule a COVID-19 test to under ten minutes.

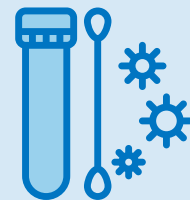
The scheduling process can be used by both public and private entities.



Freed up \$5,000/day in schedulers' time

\$1.154M

Cash brought in the door by implementing Patient Self-Scheduling.



120+
Employers

Automated COVID test results distribution