



***VIRTUAL SAME DAY
ACCESS...it's not just
for pandemics anymore***

VIRTUAL SAME DAY ACCESS...it's not just for pandemics anymore

PRESENTERS:

- **JOY FRUTH, MSW**
 - MTM Services
- **NANCY RIVERA**
 - Vesta, Inc.



LEARNING OBJECTIVES:

- Define elements of the Same Day Access model. (What)
- Explain how Same Day Access reduces client wait time and organizational cost while increasing clinician productivity. (Why)
- Demonstrate the steps to design Virtual Same Day Access, including use of virtual waiting rooms. (How)
- Illustrate Virtual Same Day Access through dialogue with an organization that implemented it.

WHAT IS SAME DAY ACCESS?

- *Unscheduled* access to clinical assessment either same day or next day from client's request.



Screening Call:

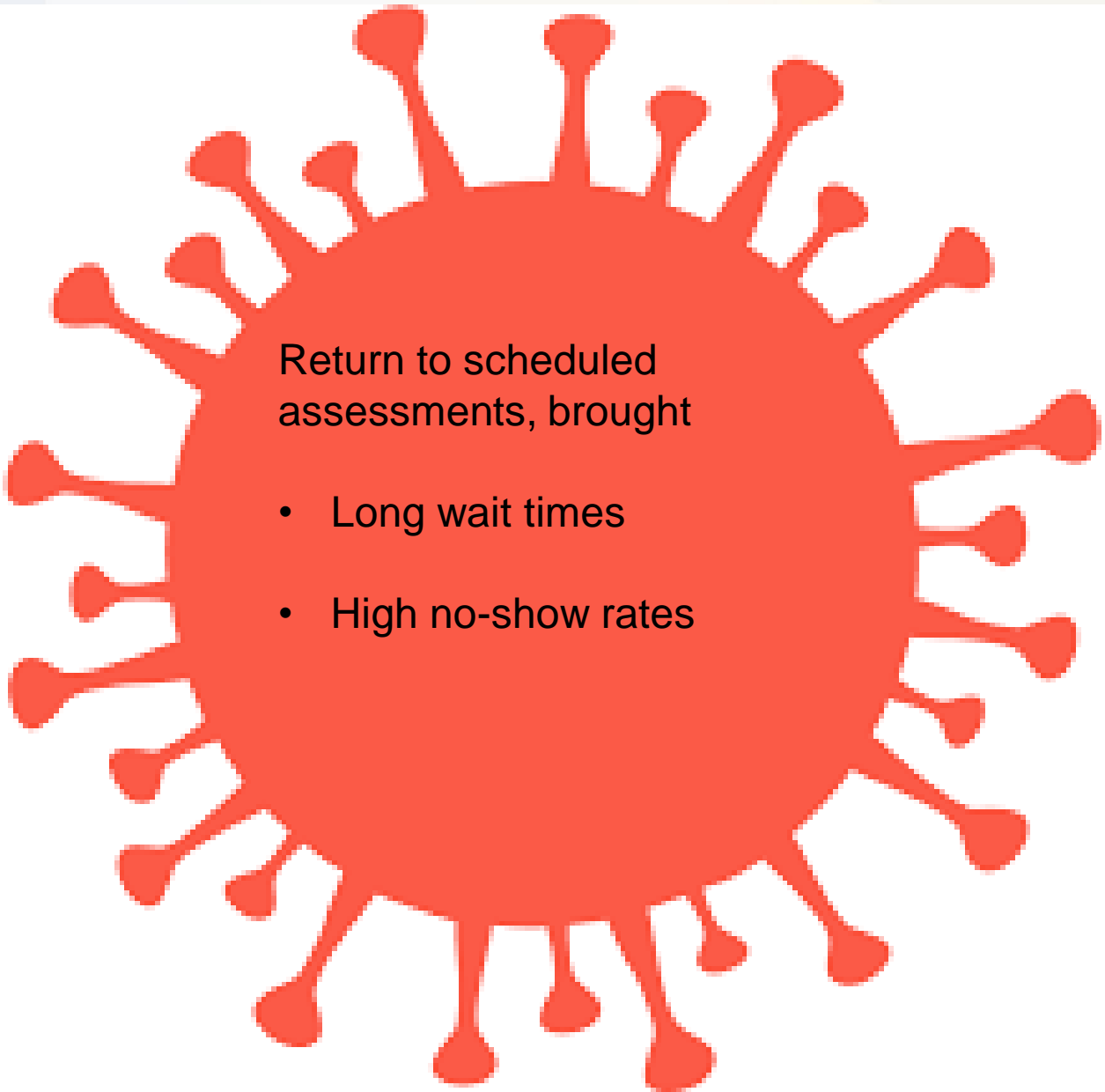
- Rule out crisis
- Confirm service need matches services provided
- Insurance?
- Invite client in and give the Same Day Access hours

Target: 3-4 minutes



**Client Walks In to the Community
BH Center for a Clinical Assessment**

Credit: dribbble.com Guna D (artist)



Return to scheduled
assessments, brought

- Long wait times
- High no-show rates

WHAT IS ***VIRTUAL*** SAME DAY ACCESS?

- Based on the Traditional Model of Same Day (walk-in) Access, but entirely *virtual*.

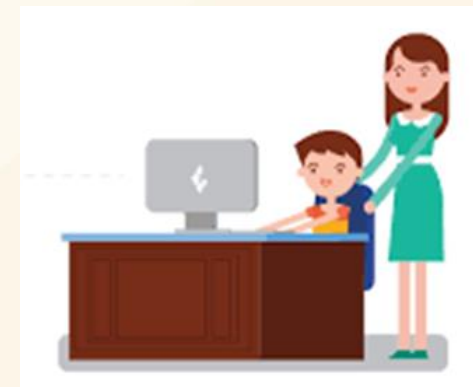


Screening Call:

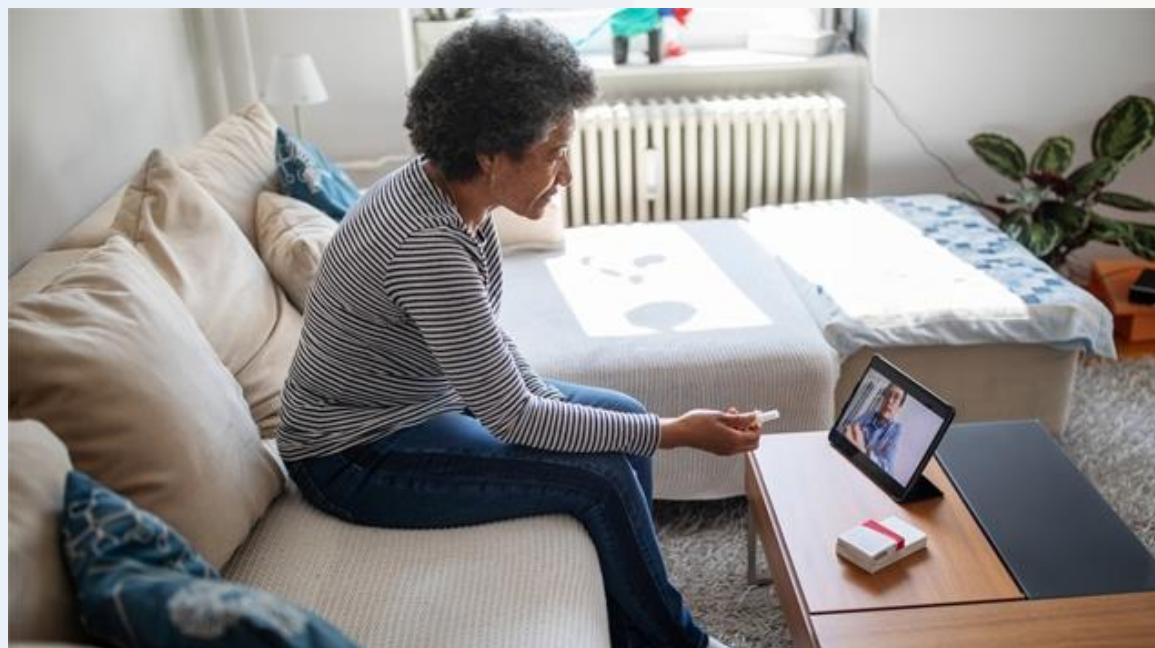
- Rule out crisis
- Confirm service need matches services provided
- Insurance?
- **Confirm client's available technology and give login hours and login details (no password/account required)**

Target: 5-6 minutes

**Client *Logs In* to the BH Virtual
Waiting Room**



WHAT IS *VIRTUAL* SAME DAY ACCESS?



Credit: Healthcarefinancenews.com

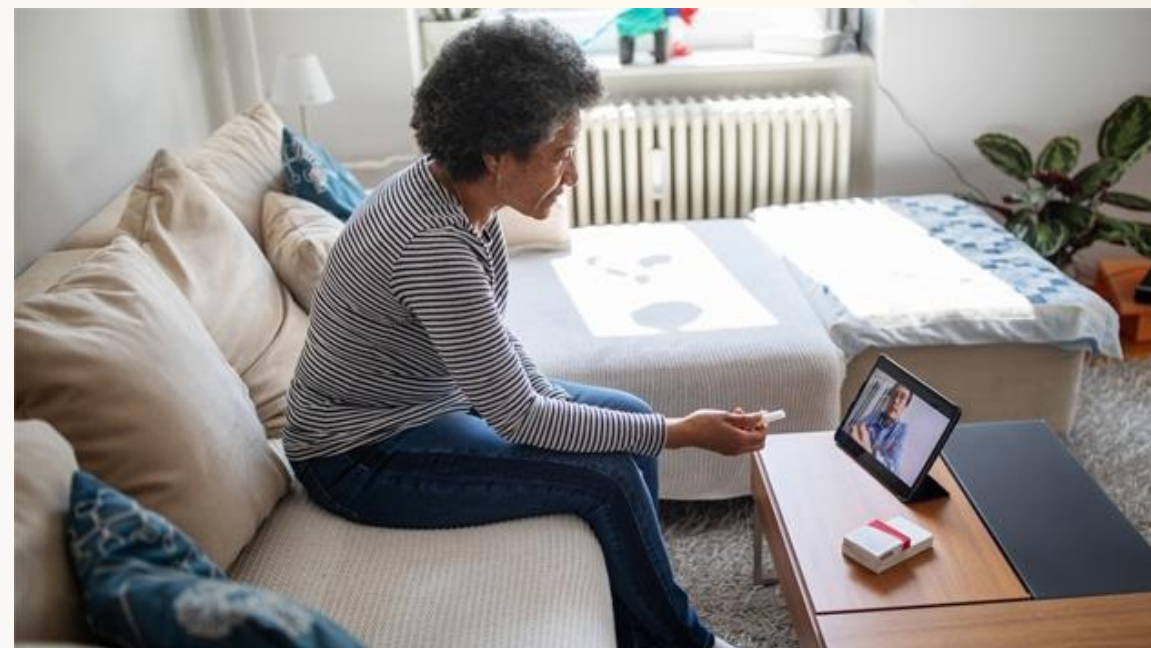
- Enter the virtual waiting room
- Greeted by administrative support staff
- Complete consents and release forms digitally
- Return to the virtual waiting room until the clinician is ready.



WHAT IS *VIRTUAL* SAME DAY ACCESS?

With Clinician

- Complete Assessment
- One Treatment Plan goal
- Leave with a scheduled appointment to return within 5-8 days.



Credit: [Healthcarefinancenews.com](https://www.healthcarefinancenews.com)

WHY *VIRTUAL* SAME DAY ACCESS?

BECAUSE IT WORKS.

BECAUSE IT WORKS.



**SAME- OR
NEXT-DAY**

Best Possible Client
Access

BECAUSE IT WORKS.



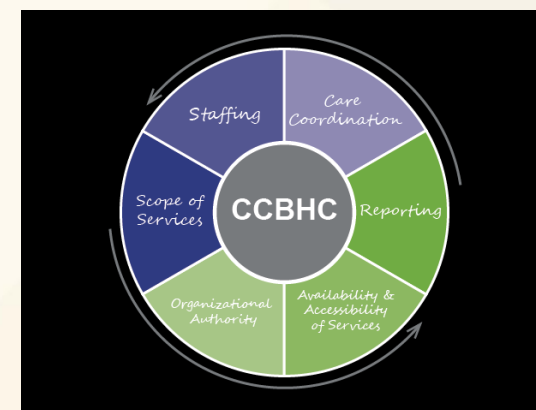
Increases Customer
Engagement

BECAUSE IT WORKS.



Eliminates No-Shows
and Increases Clinician
Productivity

BECAUSE IT WORKS.



Required for
CCBHCs

QUESTIONS



Vesta, Inc.

HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

The Zoom logo is displayed in a white rectangular box. It consists of the word "zoom" in a lowercase, blue, sans-serif font.The doxy.me logo is shown on a light gray tilted rectangular background. It features a teal cross icon to the left of the text "doxy.me" in a black, lowercase, sans-serif font.The text "GoToMeeting" is displayed in a bold, black, sans-serif font, tilted upwards to the right, on a white rectangular background.

HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

Step 2: Calculate and Establish Clinician Hours Needed

Use this Formula:

$(\text{assessments completed} * \text{minutes per assessment}) + \% \text{ of projected increase in assessments completed}$
= Total clinician hours needed

HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

Step 2: Calculate and Establish Clinician Hours Needed

Step 3: Choreograph the client's journey (and your work flow).

HOW TO IMPLEMENT VIRTUAL SDA

Step 3: Choreograph the client's journey (and your work flow).

Initial Phone Call

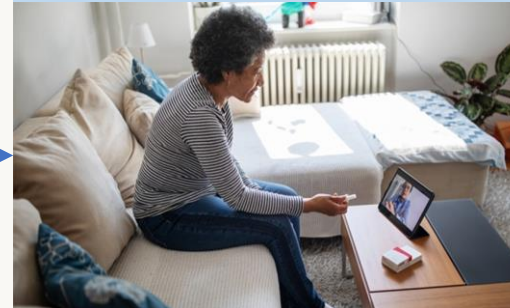


Virtual Waiting Room



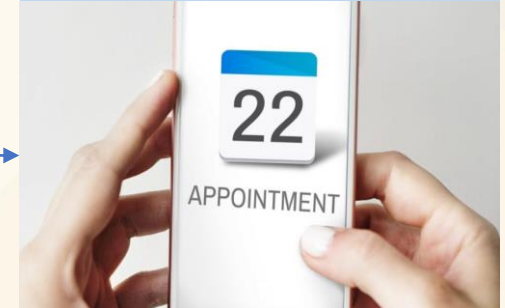
Credit: bluestoneps.com

With Clinician



Credit: healthcarefinancialnews.com

With Scheduler



Credit: patientpop.com

Recommendations:

- Target 5-6 minutes.
- Never Say "First-Come, First Served".

Recommendations:

- Complete all administrative forms digitally.
- Reduce assessment session time by gathering information.

Recommendations:

- Target a 60-minute session.
- Complete one treatment plan goal so that next client session can be therapy.

Recommendations:

- Next client appointment should be scheduled within 8 calendar days.
- Scheduling beyond will undermine client engagement.

HOW TO IMPLEMENT VIRTUAL SDA

Step 3: Choreograph the client's journey (and your work flow).



Design contingency plan to implement if:

- Assessor is out sick,
- Demand exceeds capacity,
- Wait times to the assessor exceed 30 minutes.

If you turn clients away routinely, something is wrong with your design. Diagnose the problem and fix it!

HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

Step 2: Calculate and Establish Clinician Hours Needed

Step 3: Choreograph the client's journey (and your work flow).

Step 4: Test Everything!

HOW TO IMPLEMENT VIRTUAL SDA

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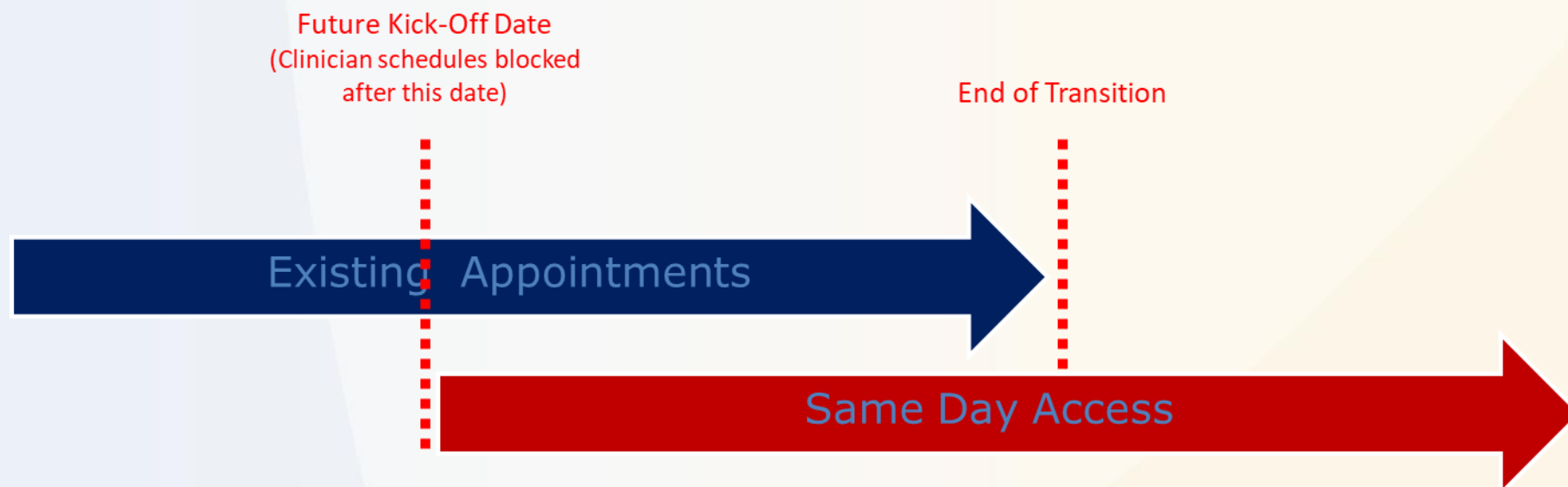
Step 2: Calculate and Establish Clinician Hours Needed

Step 3: Choreograph the client's journey (and your work flow).

Step 4: Test Everything

Step 5: Plan your Transition

STEP 5: PLAN YOUR TRANSITION



HOW TO IMPLEMENT VIRTUAL SDA

Step 1: Select your telehealth platform.

Step 2: Calculate and Establish Clinician Hours Needed

Step 3: Choreograph the client's journey (and your work flow).

Step 4: Test Everything

Step 5: Plan your Transition

GO!

QUESTIONS



Vesta, Inc.

PANDEMIC IS ENDING, WHY WOULD WE NEED THIS?

- Telehealth is here to stay.
- Virtual SDA offers clients EVEN MORE options for access.
- What if your services weren't bound by your four walls?



NATCON21

FORWARD TOGETHER

Thank you!

