

## Third Next Available Appointment Process

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<b>Approver(s): Medical Clinical Staff</b>	<b>Date Revised:</b>
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### Purpose

A Third Next Available Appointment (TNAA) is measured regularly for each provider in the medical clinic. The TNAA is measured once a week on Mondays prior to the start of scheduling patients for that day. This gives an accurate picture of access and the clinic's progress as we work to reduce the TNAA to the target number of zero to one day.

To improve patient access by monitoring provider schedules and increasing the number of same day appointments available.

### Roles

- 1) Front desk staff- receptionist. This person runs the report every Monday morning prior to scheduling appointments for the day or week. The weekly report is placed in a binder kept in the Nursing Supervisors office.
- 2) Nursing Supervisor – inputs the TNAA data into an excel file monthly which is then converted to a graph for display to demonstrate trends and progress for each provider.

### Process

The TNAA is calculated by counting all calendar days including days off, weekends, and holidays as it makes it easier to compare patient wait time across providers and throughout the practice.

Do not count as open any visit type that is not available for general scheduling use or that are held for use on a particular day. This includes appointments held for same-day appointments or those that might be held for urgent care or walk-in patients. However, you can count any appointment that is being held for a same-day visit on the day you take the measure.

The data is then recorded listed by individual provider, the date the TNAA is measured, the TNAA number of days and the date of the next available appointment per provider. An example of the counting method: if there are three appointments available today, the TNAA is zero. If the third next available is tomorrow then the TNAA is one; the day after that the TNAA is two, etc.

A compilation of the data is kept in a binder for the Nursing Supervisor to input into an excel file and used to create a graph to display for staff to visualize progress.