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Background

An extensive waitlist for medically complex pediatric patients highlighted the need for a more structured approach to defining complexity and distributing provider workload:

- Increased referral volume
- Prolonged wait times
- Limited clinic space
- Provider panel imbalance
- Scheduling inefficiencies

Setting

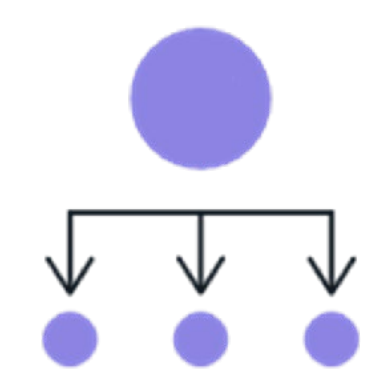
- Pediatric Medical Home serving medically complex children
- Up to four-year waitlist growth trend
- Fixed clinic footprint with limited expansion capacity

Intervention

Standardized Nurse-Led Intake



- Optimized intake by consolidating review to nursing staff, reducing workflow bottlenecks
- Structured complexity scoring tool
- Eligibility confirmed based on presence of medical complexity, age, location and insurance



Tier-Based Provider Assignment

- Patients categorized by acuity level
- Balanced distribution of high-complexity cases
- Improved workload alignment



Scheduling Optimization Process

- Primary and backup scheduling lists
- Active cancellation monitoring
- Rapid reallocation of available appointments

The "CLEAR" Pathway

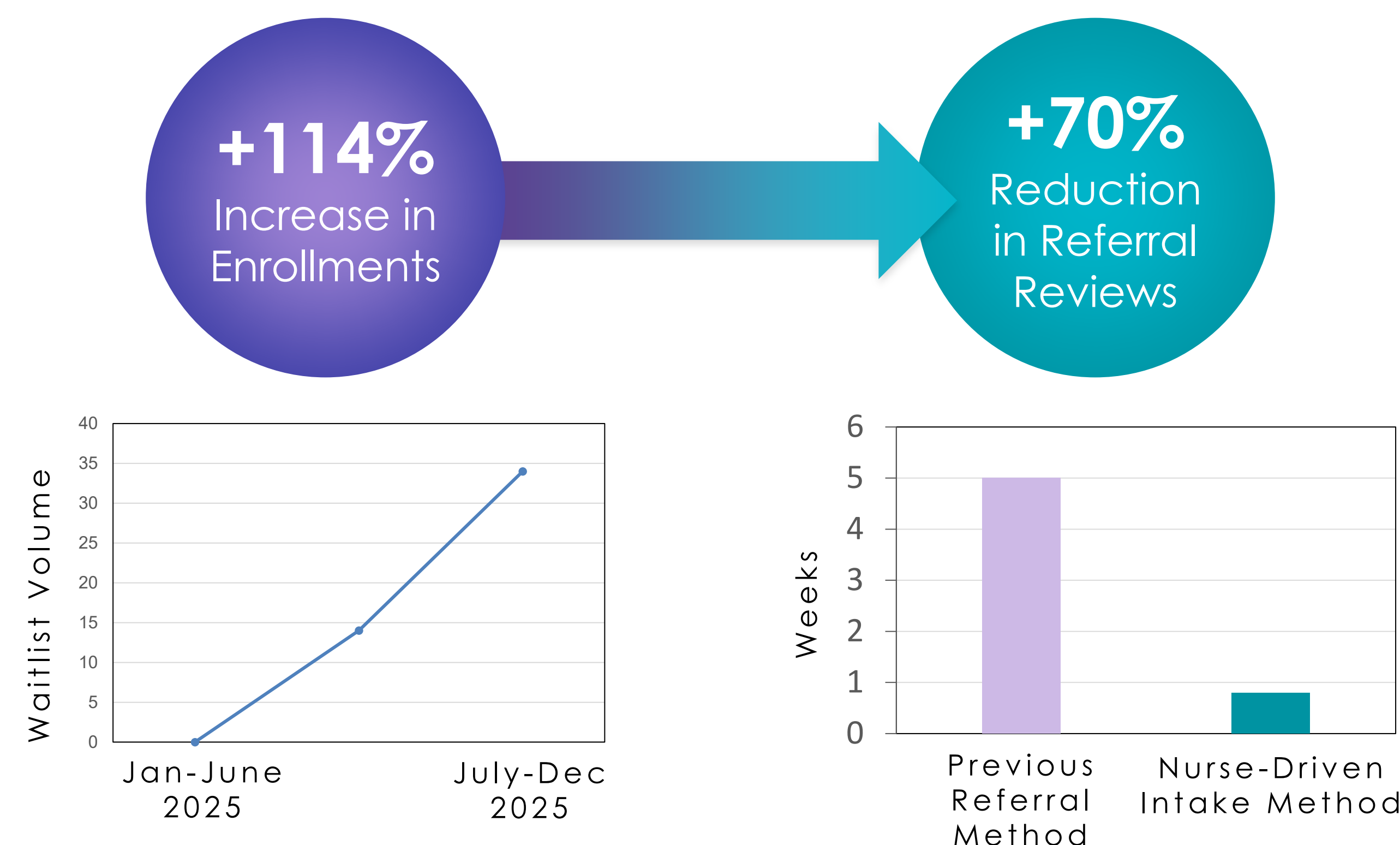
C – Categorize complexity **L** – Level acuity **E** – Evaluate resource intensity **A** – Align scheduling structure **R** – Route to appropriate care pathway

Purpose

Implement a standardize, complexity-based intake and scheduling framework that:

- Improves access timeliness
- Optimizes RN workload distribution
- Reduces provider variability
- Increases system capacity without additional staffing

Measured Impact



- Decreased referral bottlenecks
- Improved intake-to-scheduling workflow clarity
- Balanced distribution of complex patients
- Increased utilization of appointment slots

Measures

- Primary Outcomes:
- Enrollment volume
 - Scheduling delay reduction
 - Provider panel balance
 - Operational workflow efficiency

- Data Sources:
- Referral logs
 - Scheduling reports
 - Scoring sheets
 - Dashboards
 - Staff feedback

Lessons Learned

- Increased enrollment volume and care access
- Reduced scheduling delays; balanced provider panels
- Improved operational workflow efficiency
- Strengthened coordinated care delivery
- Capacity increased without additional FTE

Sustainability and Strategy

- Ongoing refinement of scoring criteria
- Monitoring of enrollment and delay metrics
- Evaluate scalability to additional pediatric specialty clinics
- Assess long-term patient outcome impact

