

Title: Optimizing Family Medicine Clinic Schedules for Better Provider Utilization

Purpose: To evaluate the impact of a standardized clinic scheduling template redesign on provider utilization and clinic efficiency.

Methods: Clinic scheduling templates from all UAMS Family Medicine Residency regional programs were collected and reviewed to identify best practices in clinic flow and provider utilization. Comparative analysis was performed by NE UAMS provider, CSM, population health staff, and UAMS Clinical Operation Director to assess appointment types, session structure, and provider availability. Based on these findings, the current clinic template was redesigned to better align provider availability with patient demand, improve clinic flow, and reduce the need for overbooked appointments. Provider utilization metrics before and after implementation were compared to assess impact.

Conclusions: Redesigning the clinic scheduling template led to measurable improvements in clinic efficiency and provider utilization. Provider utilization increased from 68% to 75%, and the percentage of clean appointments improved from 89.4% to 93.5%. These findings demonstrate that strategic template optimization can enhance clinic flow while reducing the need for overbooking.

Results: Implementation of the optimized clinic scheduling template resulted in improved provider utilization and appointment quality. Provider utilization increased from 68% to 75%, and clean appointment rates increased from 89.4% to 93.5%.

SMARTIE Learning Objectives

- 1. By the end of this presentation, participants will be able to describe how comparative analysis of clinic scheduling templates across UAMS regional programs can be used to redesign local templates to improve clinic flow, provider availability, and reduce overbooking.**
- 2. By the conclusion of the session, participants will be able to identify at least two scheduling template modifications that contributed to improved provider utilization, as demonstrated by an increase from 68% to 75%, and improved clean appointment rates from 89.4% to 93.5%.**
- 3. Following this presentation, participants will be able to apply a standardized, data-driven approach to clinic template optimization within their own practice settings to promote equitable provider workload distribution and efficient access to care.**