

Advanced Access References

Aday, LA; Andersen, R. A framework for the study of access to medical care. *Health Serv Res* 1974;9(3):208-20.

Ahluwalia S, Offredy M. A qualitative study of the impact of the implementation of advanced access in primary healthcare on the working lives of general practice staff. *BMC Fam Pract*. 2005;6:39-70.

Anonymous. Same-day appointment movement hits California. *Capitation Manag Rep*. 2004;11:18-21.

Belardi FG, Weir S, Craig FW. A controlled trial of an advanced access appointment system in a residency family medicine center. *Fam Med* 2004;36(5):341-5.

Belfiglio, Genevieve. You mean I can see my Doctor Today? *The American Journal of Managed Care*. 8(8):701-705

Berry, L.L., Seiders, K., & Wilder, S.S. (2003). Innovations in access to care: A patient-centered approach. *Annals of Internal Medicine*, 139(7):568-574.

Bodenheimer, T. Innovations in primary care in the United States. *British Medical Journal*. 2003;326:796-798

Bodenheimer, Thomas, MD, Bernard Lo, MD and Lawrence Casalino, MD, PhD. Primary Care Physicians Should Be Coordinators, Not Gatekeepers. *JAMA*. June 1999; 281(21).

Boelke, Catherine, MBA, CMPE, Barbara Boushon, BSN and Susan Isensee, MD. Achieving open access: The road to improved service and satisfaction. *MGM Journal*, September-October 2000:58-68.

Bundy DG, Randolph GD, Murray M, et al. Open access in primary care: results of a North Carolina pilot project. *Pediatrics*. 2005;116:82-7.

Carlson, B. Same-day appointments promise increased productivity. *Managed Care*. 2002;11(12):43-44 .

Carlson, Bob. Working Too Hard, Doctor? Poor Work Flow Could Be to Blame. *Managed Care*. July 2002:48.

Chesanow, N. Pick the team, and write the game plan. *Medical Economics*, February 21, 2000: 75-84.

Chien, C, DM Steinwachs, AF Lehman, et al. Provider continuity and outcomes of care for persons with schizophrenia. *Mental Health Services Research*. 2000;2:201-211.

Dewitt, Paula. Finding the Time: Clinics pursue new strategies to reduce wait time for appointments. *HealthLeaders*. September 2004;11(9):72-73.

Droste, T. Same-day appointments create capacity, increase access. *Exec Solut Heathc Manag*. 1999;2;7-10.

Duffy TE. Urology advanced clinic access concepts. Presented at the 4th Annual International Summit on Redesigning the Clinical Office Practice, St. Louis MO, April 14 2003.

Forjuoh SN, Averitt WM, Cauthen DB, et al. Open-access appointment scheduling in family practice: comparison of a demand prediction grid with actual appointments. *J Am Board Fam Pract*. 2001; 14:259-65.

Gordon, A.B. Oct 2002. Success story: Building healthy relationships at Alaska Native Medical Center. *Continuous Improvement*. Issue 19, IHI Newsletter. Retrieved January 15, 2004: <http://www.ihl.org/resources/successstories/ci1002alaska.asp>

Gordon, Ann. Success Story: Open Access at Primary Care Partners. *Idealized Design of Clinical Office Practices*. October 2001; 8. Available at: www.ihl.org/IHI/Topics/OfficePractices/Access/ImprovementStories/Open+Access+at+Practice+Care+Partners.htm.

Graber, M.L. Improving access in VA clinics. *Veterans Health System Journal*. 1999; 4:13-17.

Grandinetti, D.A. Make the most of your staff. *Medical Economics*. Apr 2000: 56-66.

Grandinetti, D.A. You mean I can see my doctor today? *Medical Economics*. March 2000: 102-114.

Grumbach, K., Bodenheimer, T. Can health care teams improve primary care practice?" *JAMA*. March 2004;291(10):1246-51.

Hankinson MT, Faraone D, Blumenfrucht M. Sustained improvement for specialty clinic access. *Jt Comm J Qual Patient Saf*. 2006;32:142-51.

Homa K. A conceptual idea to improve access in a complex health care system. *Manage Health Care*. 2004;13:243-63.

Kennedy JG, Hsu JT. Implementation of an open access scheduling system in a residency training program. *Fam Med*. 2003;35(9):666-70.

Kilo, C. and S. Endsley. As good as it could get: Remaking the medical practice. *Family Practice Management*. May 2000; 7(5):48. Retrieved January 15, 2004: <http://www.aafp.org/fpm/20000500/48asgo.html#14>.

Kilo, C.M., Triffletti, P., Tantau, C., & Murray, M. Improving access to clinical offices. *The Journal of Medical Practice Management*. 2000;16(3):126-132.

Kofoed L, Ramirez ME. Achieving same day access in a Veterans Health Administration mental health clinic. *Federal Practitioner*. 2004.

Lee, Thomas. Editorial: Ecology in Evolution. *New England Journal of Medicine*. June 2001;344(26):2014-2020.

Lewandowski S, O'Connor PJ, Solberg LI et al. Increasing Primary Care Physician Productivity: A Case Study. *Am J Manag Care*. October 2006;12(10):573-576.

Lippman, H. Practice in the twenty-first century. *Hippocrates*. January 2000: 38-43.

Lippman, H. Same-day scheduling. *Hippocrates*. February 2000: 49-53.

McDonald J, Brown N, Ellis P. Using telephone prompts to improve initial attendance at a community mental health center. *Psychiatric Services*. 2000;51:812-814.

Mallard SD, Leakeas T, Duncan WJ, Fleenor ME, Sinsky RJ. Same-day scheduling in a public health clinic: a pilot study. *J Public Health Manag Pract*. 2004;10(2):148-55.

Mayo-Smith MF, Dooley D. Primary Care Panels in the VA. *Federal Practitioner*. August 2004;47-67.

Moore, LG. "Strong" evidence for improved access. www.ih.org/resources/successstories/ci0401success.asp. Accessed September 10, 2004.

Murray, Mark and Donald Berwick. Advanced Access: Reducing Waits and Delays in Primary Care. *JAMA*. February 2003;289(8).

Murray, Mark, MD, MPA. Answers to Your Questions About Same-Day Scheduling. *Family Practice Management*. March 2005;12(3):59-64.

Murray, Mark, Thomas Bodenheimer, Diane Rittenhouse, and Kevin Grumbach. Improving Timely Access to Primary Care: Case Studies in the Advanced Access Model. *JAMA*. February 2003;289(8).

Murray, Mark. Modernizing the NHS. Patient Care: Access. *British Medical Journal*. June 2000;320:1594-6.

Murray, Mark, MD. Improving Access to Specialty Care. *The Joint Commission Journal on Quality and Patient Safety*. March 2007; Vol 33N.3,125-135

Murray, Mark, MD, MPA and Catherine Tantau, BSN, MPA. Must Patients Wait? *Journal on Quality Improvement*. August 1998;24(8).

Murray, Mark, MD, MPA and Catherine Tantau, BSN, MPA. Redefining Open Access to Primary Care. *Managed Care Quarterly*. August 1999.

Murray, Mark, MD, MPA. Reducing Waits and Delays in the Referral Process. *Family Practice Management*. March 2002.

Murray, Mark, MD, MPA and Catherine Tantau, BSN, MPA. Same-Day Appointments Create Capacity, Increase Access. *Executive Solutions for Healthcare Management*. February 1999.

Murray, Mark and Catherine Tantau. Sept 2000. Same-day appointments: Exploding the access paradigm. *Family Practice Management*. 7(8):45-50. Retrieved January 15, 2004: <http://www.aafp.org/fpm/20000900/45same.html>.

Murray, Mark, MD, MPA. Waiting for Healthcare: Physician offices can dramatically reduce how long patients wait for appointments. Editorial. *Postgraduate Medicine*. February 2003;113(2). http://www.postgradmed.com/issues/2003/02_03/editorial_feb.ht

Nicholson, I.R. Factors involved in failure to keep initial appointments with mental health professionals. *Hospital and Community Psychiatry*. 1994;45:276-278.

Nutting PA, Goodwin MA, Flocke SA, Zyzanski SJ, Stange KC. Continuity of primary care: to whom does it matter and when? *Ann Fam Med*. 2003;1;149-155.

O'Connor, PJ, Desai J, Rush WA, Cherney LM, Solberg LI, Bishop DB. Is having a regular provider of diabetes care related to intensity of care and glycemic control? *J Fam Pract*. 1998;47;290-297.

O'Hare, D., and J. Corlett. The outcomes of open access scheduling. *Family Practice Management*. February 2004:35-38.

Open Access Scheduling boosts patient satisfaction. *Consumer Driven Healthcare*. September 2002;1(1):13-16.

Parchman, Michael and Sandra Burge. Continuity and quality of care in type 2 diabetes. *The Journal of Family Practice*. July 2002;51(7):619-624.

Parenti, Connie, MD, Gordon Pierpont, MD, PhD, and Mark Murray, MD. Reducing Wait Times for Cardiac Consultation. *Federal Practitioner*. February 2005;22(2):24-31.

Petitti DB, Grumbach K. Variation in physicians: recommendations about revisit interval for three common conditions. *Journal of Family Practice*. 1993;37:235-40.

Pierdon S, Charles T, McKinley K, et al. Implementing advanced access in a group practice network. *Fam Pract Manag*. 2004;11:35-8.

Plauth, Anna E., MD, MPH, and Steven D. Pearson, MD, MSc. Discontinuity of Care: Urgent Care Utilization Within A Health Maintenance Organization. *The American Journal of Managed Care*. November 1998;4(11).

Raddish, Michele, MD, MPH, Susan D. Horn, PhD, and Phoebe D. Sharkey, PhD. Continuity of Care: Is it Cost Effective? *The American Journal of Managed Care*. June 1999;5(6).

Randolph, Greg, Murray, Mark, Swanson, Jill and Margolis, Peter. Behind Schedule: Improving Access to Care for Children One Practice at a Time. *Pediatrics*. March 2004;113(3):e230-e237.

Randolph GD. Where next for advanced access: will it be embraced by specialties? *N C Med J*. 2005;66:226-28.

Schall, Marie, Terry Duffy, Anil Krishnamurthy, Odette Levesque, Prashant Mehta, Mark Murray, Renee Parlier, Robert Petzel and John Sanderson. Improving Patient Access to the Veterans Health Administration's Primary Care and Specialty Clinics. *Joint Commission Journal on Quality and Safety*. August 2004;30(8).

Schectman G, Barnas G, Laud P, Cantwell L, Horton M, Zarling EJ. Prolonging the return visit interval in primary care. *The American Journal of Medicine*. 2005;118:393-399.

Schwartz LM, Woloshim S, Wasson JH, Renfrew RA, Welch HG. Setting the revisit interval in primary care. *Journal of General Internal Medicine*. 1999;14:230-5.

Simpson L, Zodet MW, Chevarley FM, Owens PL, Dougherty D, McCormick M. Health Care for Children and Youth in the United States: 2002 Report on Trends in Access, Utilization, Quality and Expenditures. *Ambul Pediatr*. 2004;4(2):131-153.

Singer IA. *Advanced Access: A New Paradigm in the Delivery of Ambulatory Care Services*. Washington, DC, National Association of Public Hospitals and Health Systems, 2001.

Smith, Jane. Redesigning Health Care: Radical Redesign is a way to Radically Improve. *British Medical Journal*. May 2001;322:1257-1258.

Solberg, Leif, I.M.D. The KISS Principle in Family Practice: Keep it Simple and Systematic. *Family Practice Management*. July–August 2003;10(7):; 63-67.

Solberg LI, Crain AL, Sperl-Hillen JM, Hroschikoski MC, Engebretson KI, O'Connor PJ. Effect of improved primary care access on quality of depression care. *Ann Fam Med*. 2006;4:69-74.

Solberg LI, Hroschikoski MC, Sperl-Hillen JM, et al. Does improved access to care affect utilization and costs for patients with chronic conditions? *Am J Manag Care*. 2004;10:717-722.

Solberg LI, Hroschikoski MC, Sperl-Hillen JM, et al. Key issues in transforming health care organizations for quality: the case for advanced access. *Jt Comm J Qual Saf*. 2004;30:15-24.

Sparr LT, Moffitt MC, Ward MF. Missed psychiatric appointments: who returns and who stays away. *American Journal of Psychiatry*. 1993;150:801-805.

Terry, Ken. Don't Be Afraid of Same-Day Scheduling. *Medical Economics*. November 2004;81(21):64.

Terry, K. Re-engineer your practice – starting today. *Medical Economics*. January 2000:175-188.

Valenti WM and Bookhardt-Murray J. Advanced- Access Scheduling Boosts Quality, Productivity and Revenue. *Drug Benefit Trends*. 2004;16(10):510,513-514.
http://www.medscape.com/viewarticle/492839_1

White, B. Starting a revolution in office-based care. *Family Practice Management*. October 2001; 8(9):29. Retrieved January 15, 2004.
<http://www.aafp.org/fpm/20011000/29star.html>

White, Susan. Brief Report: 13th Annual National Forum on Quality Improvement in Healthcare. *Journal for Healthcare Quality*. July-August 2002; 24(4):39-42.

Williams, M.E. Help me now: improving access to mental health services. *California Coalition of Community Mental Health Agencies Newsletter*. 2001;10:23-24.

Witt, Mary and Suzanne Tinder. Advanced Access: Healthcare partners Sees Patients the Same Day. *Group Practice Journal*. February 2002;51(2):36-40.

Zablocki E. A change in practice. Physicians adopt new methods. *Healthplan*. 2000;41:52-4.

Zampielo F. Focus on: clinical practice redesign. *VISTAS Newsletter*. June 2002. Accessed September 10, 2004.
<http://wphca.org/vistas%2006-02.html>.

You can see the doctor now: Editorial. *Buffalo News*. April 2000;B-2.