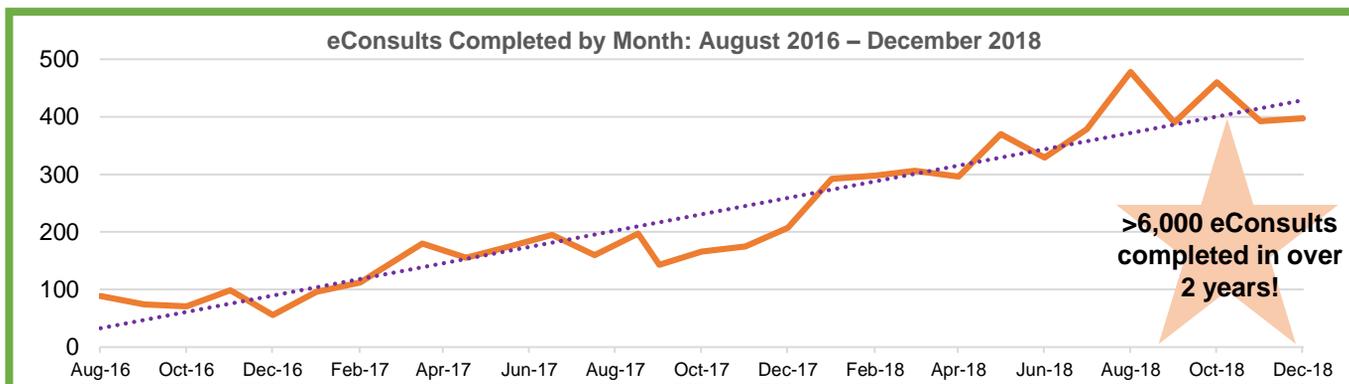


## UNIVERSITY OF WASHINGTON: ADDRESSING ACCESS THROUGH ECONSULTS

Today, referral rates in the U.S. are rapidly increasing. With higher referral rates, patients are faced with long wait times and poor access to specialty care. Because of this, health care institutions are increasingly looking for ways to improve access and patient care. In 2016, UW Medicine joined the AAMC's Project CORE to advance an earlier eConsult pilot project and to further their institutional goals of improving access and health equity for their communities. Within two years of joining the CORE collaborative, UW Medicine completed over 6,000 eConsults across 14 specialties, resulting in improved access across all participating CORE specialties.

The UW Medicine team is committed to growing the CORE program to help contribute to the institution's goals of improving specialty access, improving the referral process, further developing the telemedicine program, and making the shift toward value-based care. As the program progresses, the UW team is focusing on increasing provider uptake and optimizing their quality improvement processes to ensure further growth and sustainability of the model.





**eConsults eliminated the need for in-person appointments 80-90% of the time**



**Patients seen in <=30 days improved by 39% across the pilot specialties (derm, endo, benign hem)**

**Tracking the Metrics:** The University of Washington team sends a quarterly report to eConsult specialists, operational, and clinical leadership, which includes regulatory news, EMR workflow tips, and an example of an outstanding eConsult. They also share the following quarterly metrics: eConsult volumes by specialty trended over time; time taken to complete the eConsult; % of patients seen in less than 30 days for in-person appointments; and volume of eConsults ordered by various outpatient entities within the UW health system. These metrics ensure that the program is aligning with their strategic goals around access.

### SPECIALTY ACCESS REVIEW: BENIGN HEMATOLOGY

Over 550 eConsults completed in Benign Hematology during the first 18 months resulting in...

**3% decrease** in percent no shows

**22% increase** in patients seen <=14 days

**11 day decrease** in median wait time