

#### **EXECUTIVE SUMMARY**

# 2024 compendium of strategies to improve ambulatory access and care delivery:

A collection of impactful strategies, metrics and provider examples

### Current state

With an estimated 4.5 billion+ visits occurring in the ambulatory setting in 2024, and projections of ambulatory revenue to surpass 50% of total health system revenue, healthcare organizations must focus now more than ever on making access to care in the ambulatory setting an organizational priority (Figure 1).

Figure 1: Ambulatory projections and growth themes

**Today** 

Per the Sg2 Impact of Change report, 4.5B+ visits / encounters will occur in the Ambulatory setting in 2024. **Future** 

Ambulatory revenue is estimated to surpass **50% of total health system revenue** as outpatient utilization continues to grow.

Sources include: Sg2, Deloitte, Aetonix, HealthcareLeaders, Beckers, Statista, CMS, HFMA, Chartis, PubMed, CDC, Gmedical Innovation, U.S. Census Bureau.

## Actionable insights

Vizient<sup>®</sup> Member Networks Performance Improvement Programs have been bringing healthcare organizations across the country together since 1997 to align and advance quality of care and operational efficiency in the ambulatory setting. The evolution of this work has generated over 25 years of insights into leading practices, obstacles and opportunities that the healthcare industry must adopt to advance this work (Figure 2). This report focuses on strategies that have emerged as leading practices to improve quality of care and efficiency in how care is delivered. For purposes of this report, the ambulatory setting is defined as care delivered primarily in the office/clinic setting and in the home via home health.



Figure 2: Framework for optimizing ambulatory access to care



#### **Engaged leadership**

- · System growth and access strategy
- · Access governance and leadership structure
- Culture



#### Structure and standard processes

- Scheduling
- · Capacity and demand management
- · Systemwide policies and work processes
- · data-driven performance improvement

#### Actionable data and insights

- · Metric selection and measurement
- Data integrity
- Data reporting and transparency



#### **Optimize care delivery**

- · Team-based care
- · Population health management
- · Performance optimization
- · Patient centered care

#### **Workforce engagement**

- Onboarding
- · Education and training
- · Incentives, recognition and rewards

#### Leverage technology

- Electronic medical record optimization
- Virtual health capabilities
- Digital front door
- Artificial intelligence and predictive analytics

Source: AAMC, Vizient. A Patient-Centered Approach to Optimizing Ambulatory Access: Insights From Leaders in Academic Medicine. Washington, DC: AAMC and Vizient; 2021

## Related resources

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- Empowering healthcare providers—Vizient helps overcome workforce shortages and supply chain challenges, streamlining processes and improving outcomes for providers of all sizes, guiding them toward high reliability.

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The complete compendium of insights is available to Vizient Member Networks providers. Contact us to learn more about joining Member Networks.

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