

Table 4: Potential Actions for Healthcare Organizations to Reduce Barriers and Enhance Facilitators to Automated Self-Scheduling

Factor	Sample Actions to Address Determinant
Convenience for patients to schedule appointments via our self-scheduling solution.	Query patients via survey instrument (for example, post-call survey in call center).
Culture to improve access to care.	Integrate access into strategic plan for organization.
Advantage of patients being able to schedule, as compared to our access (call) center.	Measure and report wait time, cost, and satisfaction associated with appointment scheduling via self-scheduling technology versus the telephone.
Scheduling workflows must be customized by specialty.	Create specialty teams: map the patients' journey and create algorithms for data-driven provider/patient mapping.
Providers are resistant to self-scheduling because they [providers] are too specialized.	Engage providers from the initiation of self-scheduling technology implementation.
Necessary to be competitive in our market.	Perform an external survey of the digital access strategies of other healthcare organizations in the market.
Executive leaders are engaged in our solution.	Prepare and present materials regarding patient experience and expectations for senior leaders.
Buy-in of leaders.	Integrate leadership into implementation efforts to demonstrate active support and participation of leaders at all levels of the organization.
Ease of use for patients to schedule appointments via our self-scheduling solution.	Analyze and improve user interface and experience.
Variability about scheduling protocols across providers or specialties within a department.	Create standard work streams for appointments, optimizing automation for appropriate provider matching and clinical navigation.