



Central California Pediatrics

MARCH 2024

Specialty information for physicians who treat children and expectant mothers.

Valley Children's Implements Changes to Improve Outpatient Access and Referral Experience

Valley Children's commitment to providing exceptional care extends beyond our medical expertise; it encompasses our dedication to ensuring timely access to our services. Over the last year, Valley Children's has identified where there are opportunities to improve the referral process and the patient experience. Beginning with our outpatient specialties, we have made intentional efforts to reduce wait times, improve overall access to care and ultimately make the referral process easier for our regional providers.

Physician Recruitment

In order to ensure patients are seen in a timely manner, Valley Children's has prioritized recruiting physicians. We are proud to share we have recruited new subspecialists in the last year in endocrinology, gastroenterology, hematology, oncology, otolaryngology (ENT), neurosurgery, orthopedics and plastic surgery.

Increasing the Number of Patients Seen Daily

Valley Children's has increased the number of outpatients seen daily by strategically adding appointment slots to account for no-show rates. Our teams have worked together to analyze when no-shows typically occur and proactively backfilling appointments during those times. By doing so, Valley Children's ensures optimal use of resources and reduces wait times for patients.

Patient Scheduling Center

Valley Children's established the Patient Scheduling Center with the aim of providing families and referring physicians with a centralized hub for all scheduling needs.

Our teams worked diligently to craft referral pathways in order to launch a unified platform for scheduling new referrals across various specialties.

Currently, more than 50% of all new outpatient referrals are efficiently booked through the Patient Scheduling Center. Valley Children's is working to increase the number of referrals handled by the Patient Scheduling Center, aiming for 80% or higher of new referrals to be scheduled in this one-stop shop. Additionally, a new process is being created for patients who require appointments with more than one subspecialty, allowing them to schedule all their appointments in one call.

Scheduling Timely Referrals

By focusing on basic processes and streamlining tasks, Valley Children's is working to ensure that children needing outpatient appointments get the appointments they need when they need them, reducing wait times and improving access to care. With these improvement efforts, Valley Children's has seen a 47% reduction in the number of outpatient referrals waiting to be scheduled.

Valley Children's focus on patient care and access has yielded remarkable results. Through strategic physician recruitment, expanded appointment availability, and the implementation of the Patient Scheduling Center, we have significantly improved our ability to accommodate patients promptly and efficiently. As we continue to refine our processes and enhance our services, Valley Children's remains dedicated to providing exceptional care to every child who walks through our doors.

Valley Children's Hospital Achieves Fifth Magnet Designation

Valley Children's continues to be a member of an elite group of hospitals to receive a Magnet® designation for nursing excellence, but this year's designation elevates the organization even further, as Valley Children's is now one of only 78 Magnet® organizations in the world achieving Magnet Designation® at least five times, and one of only 48 pediatric hospitals in the United States who are Magnet Designated®.

To achieve Magnet® recognition, organizations must pass a rigorous and lengthy process that demands widespread participation from leadership and staff. This process includes an electronic application, written patient care documentation, an on-site visit and a review by the Commission on Magnet® Recognition.

When announcing this fifth designation, the Commission on Magnet® Recognition acknowledged Valley Children's George's Pass program as an exemplary practice in healthcare. George's Pass is the only program of its kind in Central California. It's designed to improve care and ease the hospital experience for children with autism spectrum disorder (ASD), sensory issues (including light or sound sensitivity) and special needs. Additionally, the Commission on Magnet® Recognition acknowledged a variety of Valley Children's quality metrics and patient satisfaction benchmarks, which exceeded national mean, median or other benchmark statistics.

Upcoming CME Opportunities

**In-Person Event: Pismo Beach
Pediatric Clinical Symposium**

Saturday, April 27 | 12:15 - 1 p.m.
The Cliffs Hotel

**In-Person Event: Madera
Pediatric Clinical Symposium**

Saturday, May 4 | 12:15 - 1 p.m.
Valley Children's Hospital

Register for Valley Children's CME events through our CME Tracker, cmetracker.net/VCH

Please note:

The image used in our February 2024 Central California Pediatrics issue reflected an inhaler that Valley Children's does not recommend or use.

Medical Staff News

The following pediatric specialists recently joined Valley Children's:

Endocrinology

Weam Alnayem

ENT

Alexis Lopez

Genetics

Balam Gangaram

Hematology/Oncology

Sarah Sahib

Hospitalist

Emanuele Maccalli

Diana Malancea

Annabelle Soares

Interventional Cardiologist

Teresa Evans

Neonatology

Pulak Agrawal

Neurosurgery

Erik Brown

Patricia Clerkin

Natalie Limoges

Orthopaedics

Shane Forsting

Daniel Gains

Primary Pediatrics

Nadeem Mousa

Siresha Palkamsetti

Deepak Vijayan Nair

Sleep Medicine

Gregory Rodden