

# Evaluating the Impact of a Complex Scheduler at the FAB Center

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## Background

Effective communication and streamlined appointment scheduling are foundational to delivering high-quality care, particularly in complex care settings with significant coordination needs. Despite their importance, these processes are often inefficient and create barriers to care for patients. At the FAB Center for Complex Care, a medical home for adolescents and young adults with complex childhood-onset conditions, we sought to meet these challenges by adding a dedicated complex scheduler to our interdisciplinary team. This role was designed to serve as a centralized point for appointment coordination and communication with the goal of enhancing patient experience and care delivery.

## Objectives/Aims

This study aimed to evaluate the impact of adding a complex scheduler by examining two domains of patient satisfaction: (1) ease of contacting the clinic and (2) ease of scheduling appointments. We hypothesized that this role would enhance communication and improve overall patient experience. We also hypothesized that this role would reduce the administrative workload of other clinical care team members, specifically our registered nurse (RN) and licensed clinical social worker (LCSW), thereby allowing them to dedicate more time to direct patient care.



# The addition of a complex scheduler at the FAB Center was associated with improved patient satisfaction in communication and scheduling, while also reducing administrative burden on the clinical care team to allow for greater focus on patient care.

Clinic	Survey Question	FY2024-Q1	FY2024-Q2	FY2025-Q1	FY2025-Q2
FAB Center	Ease of contacting (e.g., email, phone, web portal) the clinic	80.6%	82.0%	87.9%	84.9%
	Ease of scheduling your appointment	68.8%	79.6%	87.9%	83.3%
General Primary Care Practice	Ease of contacting (e.g., email, phone, web portal) the clinic	80.6%	79.9%	81.8%	81.1%
	Ease of scheduling your appointment	80.7%	81.2%	82.6%	82.1%

Table 1

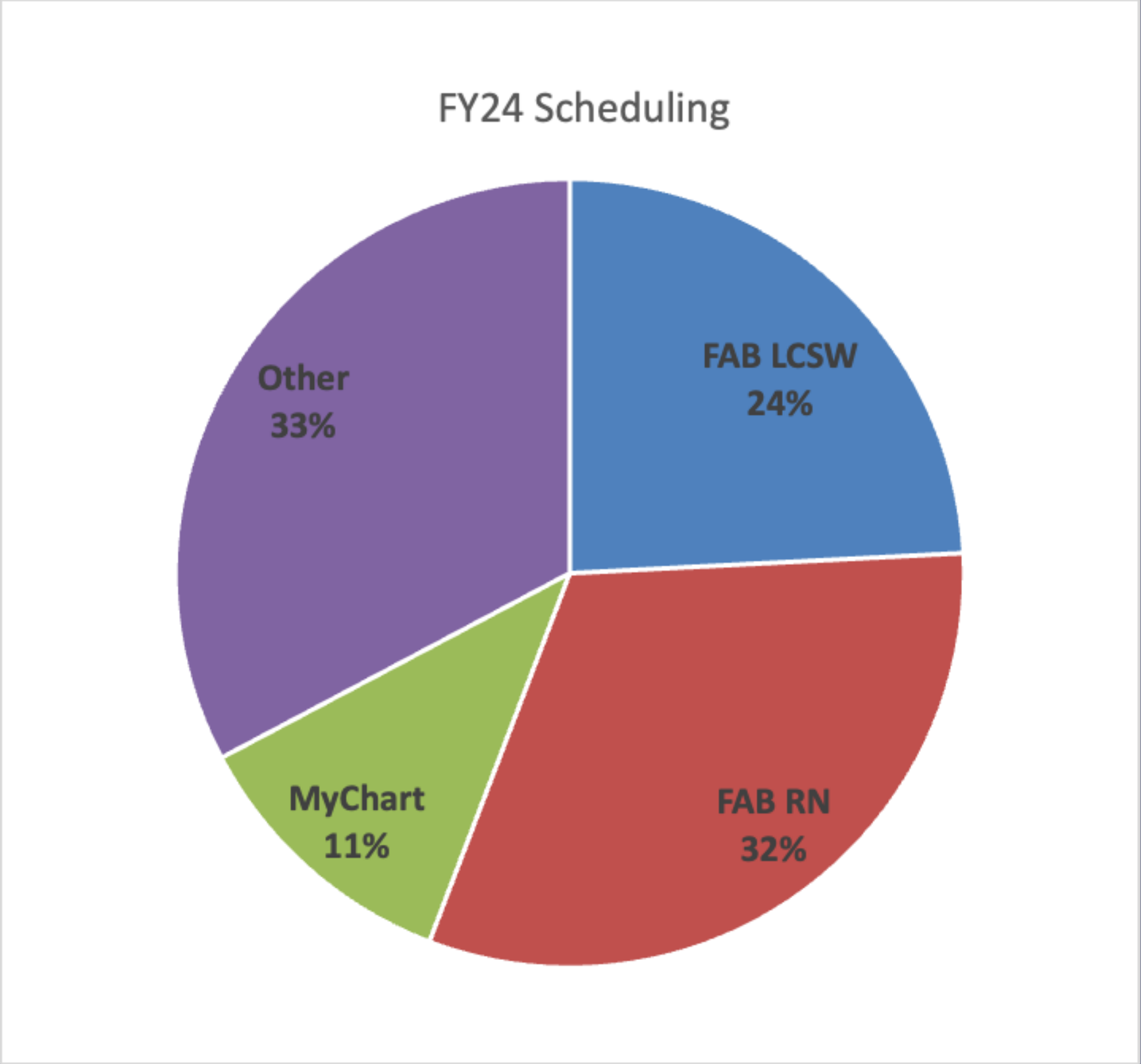


Figure 1

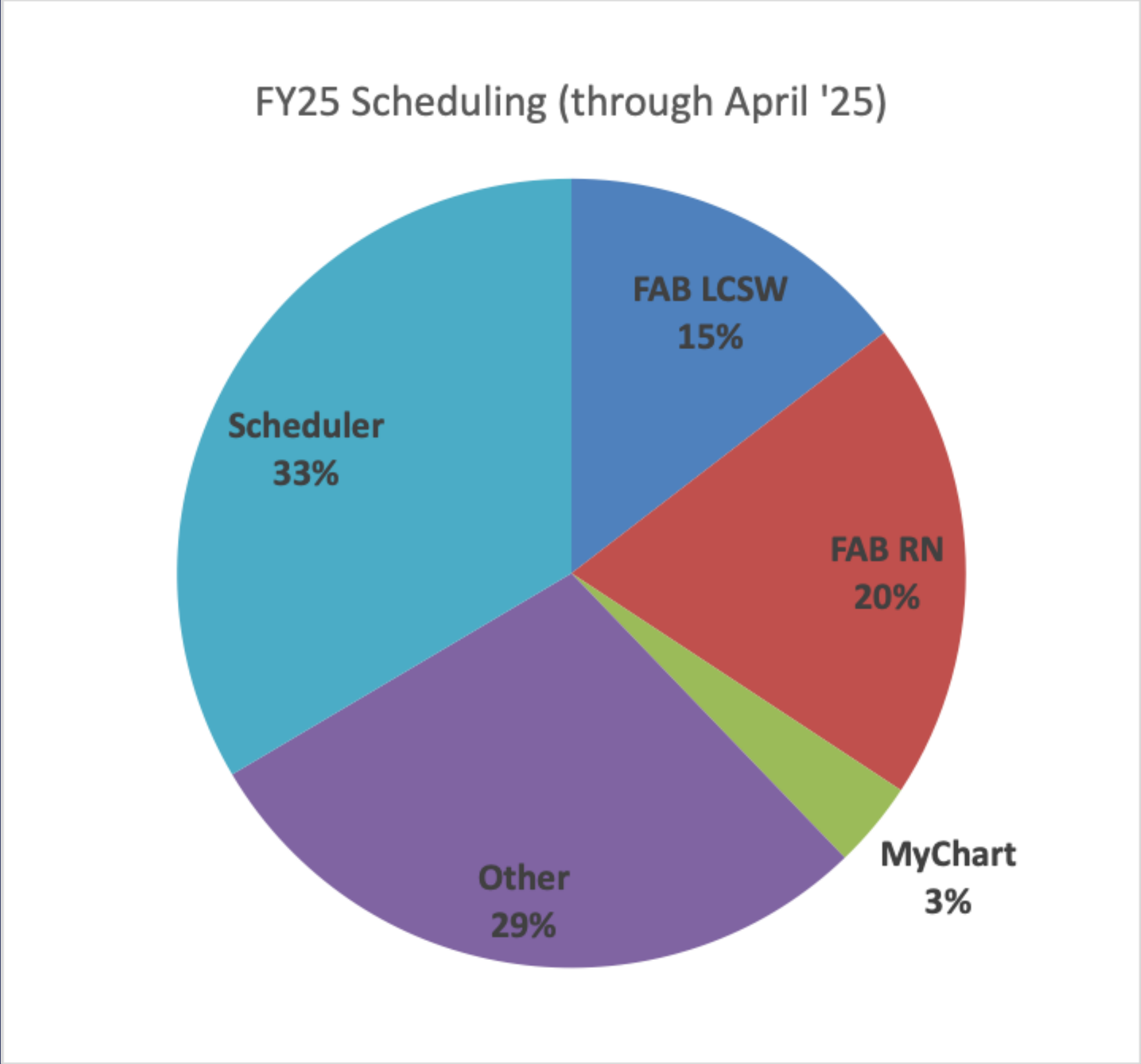


Figure 2

## Design/Methods

Patient satisfaction data were collected using the **Press Ganey survey**, a validated tool used by healthcare organizations to guide quality improvement efforts. Surveys measuring patient satisfaction regarding ease of contact and appointment scheduling were administered regularly throughout fiscal years 2024 and 2025 (FY24-FY25). A retrospective analysis was performed to compare patient satisfaction scores before and after the implementation of a dedicated scheduler at the FAB Center in July 2024. These scores were also benchmarked against those of the affiliated general primary care practice over the same period.

In addition, a retrospective review of scheduling data from Fy24 and FY25 was conducted to examine the distribution of scheduling activity at the FAB Center. This included looking at the number of appointments scheduled by the complex scheduler, RN, LCSW, other primary care schedulers, and patient self-scheduling via online platform (MyChart).

## Results/Discussion

The addition of a complex scheduler to the FAB Center team was associated with improved patient satisfaction scores in FY25 in both domains of ease of contacting the clinic and ease of scheduling (Table 1). Notably, these scores at the FAB Center were also consistently higher than those reported by patients in the affiliated general primary care practice in FY25 (Table 1). Scheduling data further revealed a decrease in the proportion of appointments scheduled by other clinical team members, suggesting a reduction in administrative burden for these team members (Figures 1 and 2).

These findings suggest that integrating a dedicated complex scheduler is a practical, patient-centered strategy to enhance coordination efforts in complex care environments. This model may serve as a promising approach for other complex care clinics to improve patient access and experience.