



UCC Weekend Closure

15 May 2024

The views expressed herein are those of the authors and do not necessarily reflect official policy or position of the Department of the Navy, Department of Defense, nor the U.S. Government.



Introduction

Welcome and opening remarks

Overview of the meeting's agenda

- Announcement
- Timeline
- Reason
- Impact on Staff and Patients
- Future
- Questions & Answers
- Closing Remarks

Importance of transparent communication



Announcement

We are here to announce the planned closure of our
Urgent Care Center on the Weekends
Effective date of closure: June 2,

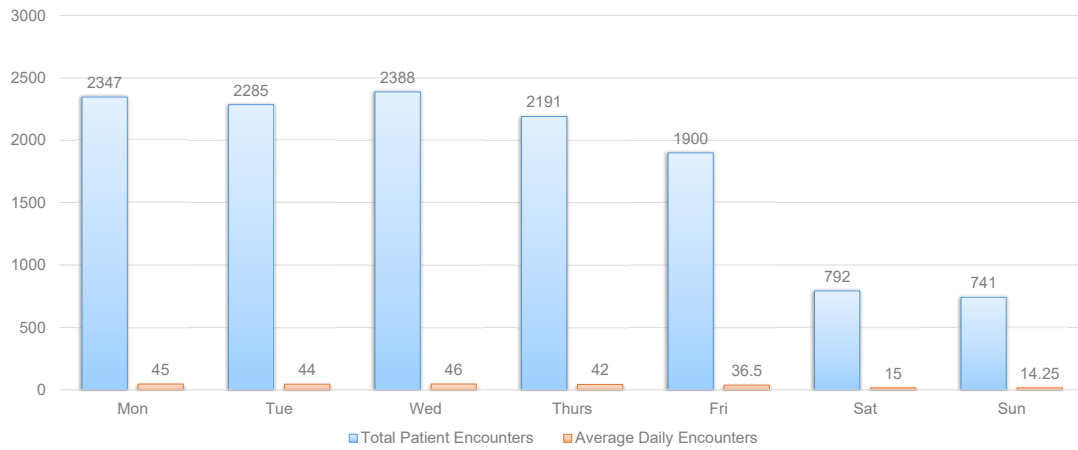


This decision has been made after careful consideration of our hospital's long-term healthcare services strategy and resource optimization.



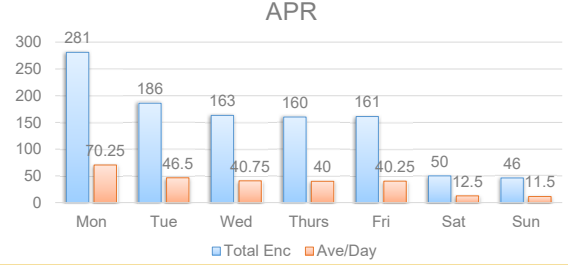
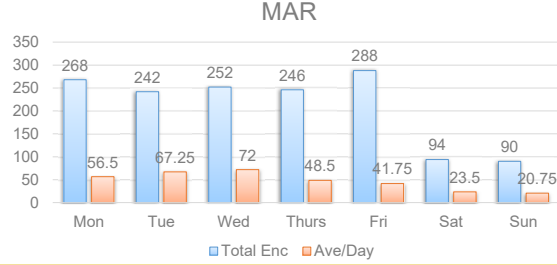
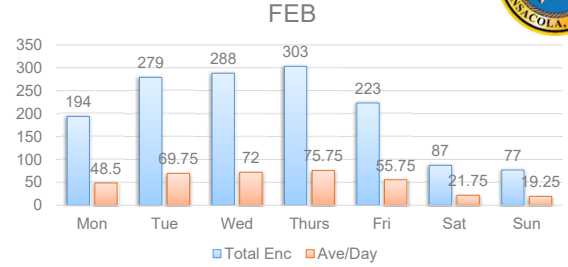
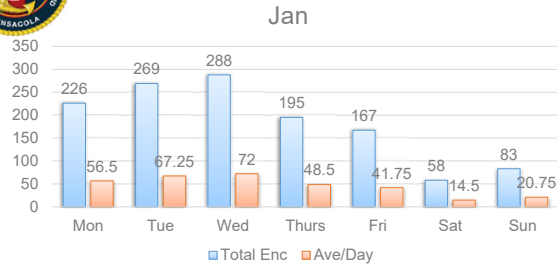
2023 UCC Utilization

2023 Totals





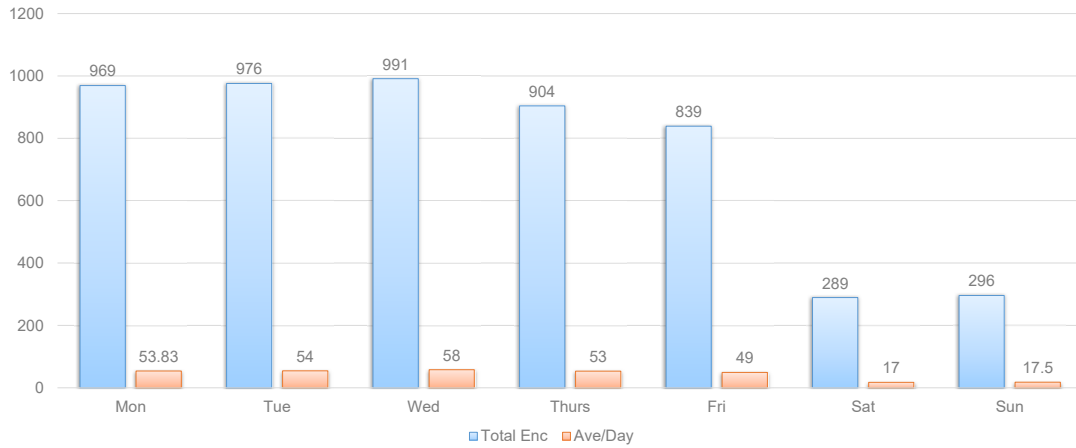
2024 UCC Utilization





2024 UCC Utilization Cont'd

2024 Totals





Reasons for Weekend Closure



- Average UCC utilization (August 2023-February 2024) per month = 1,324 patients.
 - Weekday average for patient encounters = 57; Saturday average = 19; Sunday average = 18
- Staffing shortages in NHP's Family Medicine Clinic (FMC). NHP FMC has 11 provider billets:
 - 8 active duty (AD), 3 civilian
 - NHP FMC is currently staffed with 7 (of 11) providers (64%)
 - 4 current vacancies; 3 AD, 1 civilian
- Family Medicine physician manning (Navy-wide)= approximately 85%. Operational platform billets (e.g., ships, USMC, etc.) are filled first, before military medical treatment facilities (MTF).
 - Unlikely NHP's 3 vacant AD FM physician billets will be immediately back-filled based on 85% manning and prioritization.



Benefits of Weekend Closure



- Enables reallocation of resources to better meet patient demands and serve the needs of NHP's beneficiaries.
- Enables the transfer of physicians to the FMC enhancing access to care and right-sizing provider empanelment.
 - Change also benefits high-value, critically manned ancillary services: Pharmacy, Radiology, Lab.



Benefits of a Weekend Closure Summary



Staff Reassignment

- Strategic Reallocation of Urgent Care Providers

Benefit to Family Medicine

- Improved Access to Family Medicine

Impact on Urgent Care

- Optimized Urgent Care Operations

Goal: To improve service delivery and patient satisfaction across both departments.

Enhancing Healthcare Delivery Through Strategic Staff Reassignment

Staff Reassignment

Strategic Reallocation of Urgent Care Providers - To address staffing shortages in our Family Medicine department, two of our six Urgent Care providers will be reassigned. This shift will enhance our capacity to provide dedicated care to patients enrolled in Family Medicine.

Benefit to Family Medicine

Improved Access to Family Medicine - This reassignment allows for better patient access and continuity of care within Family Medicine, helping to meet our community's growing healthcare needs.

- Change also benefits high-value, critically manned ancillary services: Pharmacy, Radiology, Lab.

Impact on Urgent Care

Optimized Urgent Care Operations - The remaining four providers will continue at the Urgent Care Center, ensuring more efficient service. This adjustment is projected to reduce wait times, with at least three providers available at all times during the week.



What if I need care on the weekend?



Emergency Room or Urgent Care?

- **Emergency Room** = Threat to life, limb or eyesight
- **Urgent Care** = Does not threaten life, limb or eyesight but needs attention

Emergency Room = Threat to life, limb or eyesight (i.e. severe bleeding, chest pain, broken bone, can't breathe, no pulse, severe eye injury, psychiatric emergency-immediate risk of harm to self or others)

Urgent Care = Does not threaten life, limb or eyesight but does need attention before serious risk to health (i.e. high fever, sprained ankle)



I need an ER on the weekend



ER? You are covered!

Call 911 or go to the Emergency Room

<https://www.tricare.mil/>



If Emergency Room needed – you are covered!

TRICARE covers emergency care to include professional and institutional charges and services and supplies that are ordered or administered in an emergency department.

Call 911 or go to the Emergency Room. Urgent care clinics offer quick walk-in services without an appointment, but these facilities are not considered to be "emergency rooms."

If you are enrolled in TRICARE Prime plan, contact your primary care manager within 24 hours or the next business day after you receive emergency care.

Information current as of 31 May 2024

from: <https://www.tricare.mil/CoveredServices/IsItCovered/EmergencyCare>



Weekend/After-hours Urgent Care?



Am I covered?

- What plan do you have
- What category are you

Find My Login
Urgent Care ← Search

General rules:

- Active Duty = **MUST** call Nurse Advice Line before visit
(1-800-TRICARE)
- All Other Beneficiaries – no pre-authorization required

Am I covered?

What plan do you have? (Prime, Select, Prime Remote)

What category are you? (Active Duty, Dependent, Retired)

General rules for Prime:

If Active Duty you **must call** the TRICARE Nurse Advice Line (1-800-874-2273) before going to an urgent care.

If an Active Duty family member, Retiree, Retiree Family member, or Active Duty Prime Remote you **do not** need to call Nurse Advice Line before going to an urgent care.



Which Urgent Care is "Network"?



If you are TRICARE Prime you may incur fees if you visit a Non-Network UCC!

**Some local TRICARE Network Urgent Care Clinics

Miles from MTF	Provider Name	Address	City	Phone Number
5.9	Ecc Urgent Care - Walkin	1400 N Palafox St	Pensacola	(850) 444-9449
6.1	Quality Urgent Care & Wellness	5115 N Palafox St	Pensacola	(850) 378-8773
6.8	Sacred Heart Medical Group Urgent Care	6665 Pensacola Blvd	Pensacola	(850) 416-2000
7.5	Pea Ridge Family Care Center	5500 N Davis Hwy Ste 2	Pensacola	(850) 475-0867
8	Baptist Medical Group Llc	4457 Bayou Blvd	Pensacola	(850) 437-8485
8.4	Perdido Urgent Care Inc	12385 Sorrento Rd Ste B3	Pensacola	(850) 466-8668
8.8	Baptist Urgent Care Llc Airport	5100 N 12th Ave Ste 101	Pensacola	(850) 208-6130
10.9	Baptist Urgent Care Llc	9400 University Pkwy Ste 101b	Pensacola	(850) 208-6130
31.1	Baptist Hospital Emergency Dept Navarre	8888 Navarre Pkwy Ste 106	Navarre	(850) 908-8888

*For a complete list of Network UCCs visit: <https://www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main>



Questions?





Conclusion



Today we discussed

- UCC Closing on the weekends
- Timeline
- Reason
- Impact on Staff and Patients
- Future
- Thank you for your patience and understanding

Today, we discussed the UCC is closing on the weekends, we gave you a timeline, and the reason. We talked about how it will impact our staff and our beneficiaries. We discussed our future plans and solutions for our beneficiaries. Thank you for coming, and for your patience and understanding.