

Backlog Reduction Strategies

Workbook Reference: [Section 2](#)

Use the following process to measure backlog within your practice and then plan which temporary strategies to introduce until the bad backlog has been reduced.

Step 1: Calculate your bad backlog

1. Record the number of booked appointments until the TNA appointment date: (A) _____
2. Up until the TNA appointment date, record the number of appointments made for the future either by choice or because the timing was driven by physiology (good backlog):
(B) _____
3. Subtract (B) from (A) to determine bad backlog: (C) _____

Step 2: Optimize the schedule

Review the schedule and count how many opportunities there are to reduce bad backlog immediately (e.g., eliminate duplicate appointments, cancel unnecessary appointments, etc.)

Record how many appointments qualify: (D) _____

Step 3: Reduce remaining bad backlog

Calculate your remaining bad backlog using the following equation:

(C) _____ - (D) _____ = Remaining bad backlog: _____

Bad backlog reduction strategies (check all you plan to use)

- ☐ Add appointments to each day.
- ☐ Add appointments on weekends.
- ☐ Add hours at beginning or end of day.
- ☐ Use lunch time.
- ☐ Shift administrative time to patient time.
- ☐ Temporarily add care team members (e.g., locum).
- ☐ Other: _____

Start date: _____ End date: _____

Note: These are temporary strategies and should be in place only until the bad backlog has been reduced.

Adapted from the [Advanced Access and Efficiency Workbook for Primary Care](#) created by Health Quality Ontario (July 2011) and the *Office Practice Redesign in Primary Health Care: Advanced Access and Office Efficiency Workbook* created by British Columbia's General Practice Services Committee Practice Support Program.