Definition of the Problem

Selection of Experts

First Round of Delphi (52 experts)

Second Round of Delphi (53 experts)

Third Round of Delphi (52 experts)

Consensus: Top 10 Barriers and Facilitators

What is the consensus regarding the organizational-level barriers and facilitators as identified by professionals employed by academic health systems engaged in patient self-scheduling?

74 potential experts identified

53 experts (41 academic health systems) agreed to participate as panelists

Open-end questions:
Describe six factors that negatively shape the implementation of self-scheduling at your organization.
Describe six factors that positively shape the implementation of self-scheduling at your organization.

Participants scored agreement or disagreement with statements on a scale of 1 (strongly disagree) to 5 (strongly agree): "To what extent do you agree with this statement?"
[72 barriers and 85 facilitators]

Participants scored agreement or disagreement with statements on a scale of 1 (strongly disagree) to 5 (strongly agree): "To what extent do you agree with this statement?"
AND
Participants ranked the determinants based on group's consensus
[4 barriers and 11 facilitators]