

Locum Implementation Field Guide

Locum interventions can be a powerful way to expand provider capacity and close measure gaps. This implementation field guide is designed to help quickly assess conditions in the clinical setting to influence success. The guide has different sections to highlight common conditions that indicate a locum-based intervention may be at risk and offers practical insights to help teams adjust their approach as needed.

Because every intervention is different, use the prompts below to guide discussions and adapt them to your clinic's goals and structure.



Targeting the Right Patients

Signs to Look For

- Locum schedules are filled with routine or unrelated visits.
- Scheduling decisions are not connected to the intervention goal.
- Staff are unclear which patients should be prioritized.

Why This Matters

- Additional capacity alone does not improve measure outcomes. If visits are not directed toward patients tied to the intervention goal, the locum may increase the volume of visits without improving the intended outcome.

Questions to Ask

- Do we know which patients are connected to the goal we are trying to improve?
- Does the scheduling staff know which patients should be prioritized?
- Are appointment slots structured to support the goal?



Clear Roles and Responsibilities

Signs to Look For

- Staff are unsure who is responsible for key tasks, such as goal development, outreach, or tracking progress.
- Tasks are assumed to happen naturally once the intervention begins.
- Key steps are handled inconsistently.
- Problems arise, but no one is designated to resolve them.

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Clear Roles and Responsibilities – *continued*

Why This Matters

- Even strong interventions can stall when responsibilities are unclear. When no one is assigned to handle the critical steps, important responsibilities – such as patient outreach, schedule alignment, or follow-up – may not happen consistently.

Questions to Ask

- Are responsibilities clearly identified for outreach, scheduling, tracking, etc.?
- Is there a forum or process for effective and timely problem solving?
- Is one person clearly identified and empowered to keep the effort on track?



Buy-In and Alignment

Signs to Look For

- Staff view the intervention as extra work.
- Limited understanding of the intervention's purpose.
- Mixed or inconsistent messaging across teams.
- Effort competes with other priorities.

Why This Matters

- When teams understand the goal and see it as a shared priority, implementation gains momentum. Without alignment, team effort can lose traction or compete with other priorities and problem solving becomes difficult.

Questions to Ask

- Do staff understand what the intervention is trying to achieve?
- Has leadership clearly communicated to staff why the effort matters, and is it successfully reinforced?
- Do teams know how their work contributes to the success of the intervention?
- Are there other initiatives or pressures that may compete for resources?

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Outreach and Patient Engagement

Signs to Look For

- Waiting for patients to schedule (preventive care) visits on their own.
- Outreach is inconsistent, insufficient, or not tailored to the target population.
- Patient response rates are low or declining.
- Outreach is not aligned with available appointment capacity.

Why This Matters

- Expanded capacity only improves outcomes if the right patients are engaged with the care. Without proactive outreach, and a clear understanding of the target population, teams may struggle to reach the patients most connected to the intervention goal.

Questions to Ask

- Do we understand the patient population, and is our outreach appropriate?
- Do we have clear outreach strategy?
- Do scheduling options (visit type, timing, location) meet patient's needs?
- Are we tracking outreach responses and adjusting as needed?



Workflow Readiness

Signs to Look For

- Staff are unsure how the intervention fits into daily operations.
- New steps are introduced without adjusting existing workflows.
- Confusion around scheduling priorities or visit processes.

Why This Matters

- Interventions often introduce new processes or temporary changes. Without preparing workflows in advance, teams may experience confusion or delays that can limit the intervention's impact.

Questions to Ask

- Have workflows been reviewed and adjusted to support the intervention?
- Do staff understand how processes may change?
- Has the timeline been clearly communicated?



Monitoring Early Signs

Signs to Look For

- Waiting until the end of the intervention to review results.
- Limited visibility into scheduling patterns or patient engagement.
- No clear plan for reviewing progress.

Why This Matters

- Early indicators often show whether an intervention is moving in the right direction. Monitoring progress early on allows for teams to make the necessary adjustments before time and effort are diminished.

Questions to Ask

- What indicators will show whether the intervention is on track?
- Who will review progress and how often?
- How will the team adjust if early results signal a problem?