

Ensuring access, quality, and equity through increased clinic efficiency and optimized clinic flow

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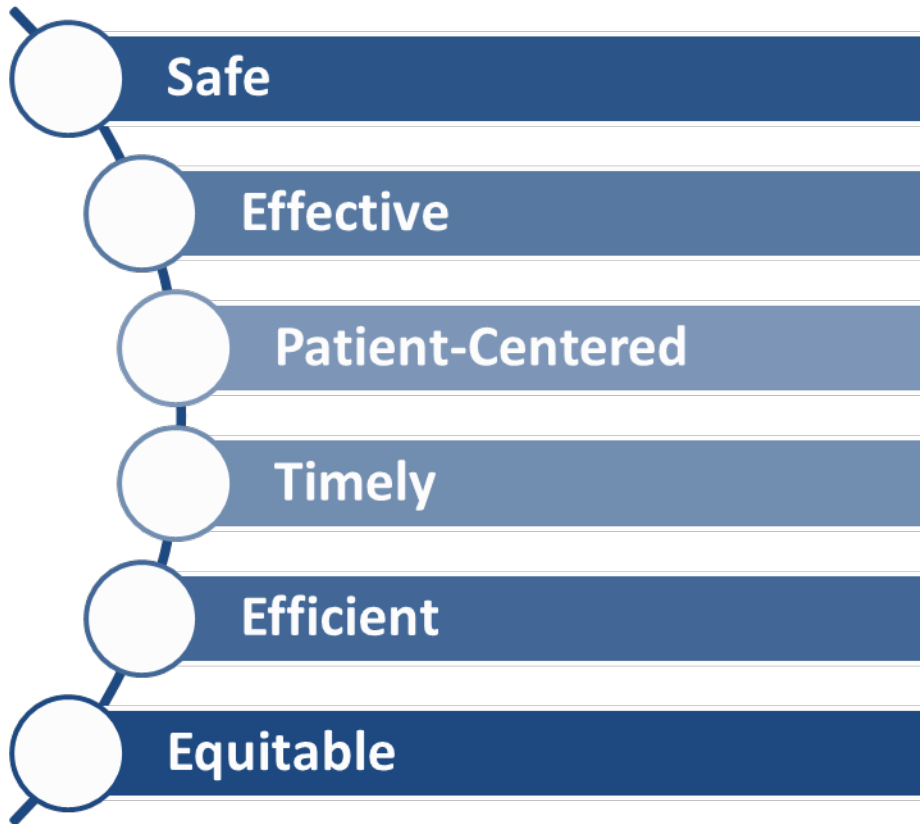
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Learning Objectives

By end of the session participants will be able to:

- Describe the impact of clinic efficiency on access, quality, and equity at sexual and reproductive health service sites
- Describe at least two principles for optimizing clinic flow
- List at least three strategies to improve clinic systems and increase efficiency

What is Quality



Quality, Access, Equity



Quality According to the Customer

What the customer **gets**

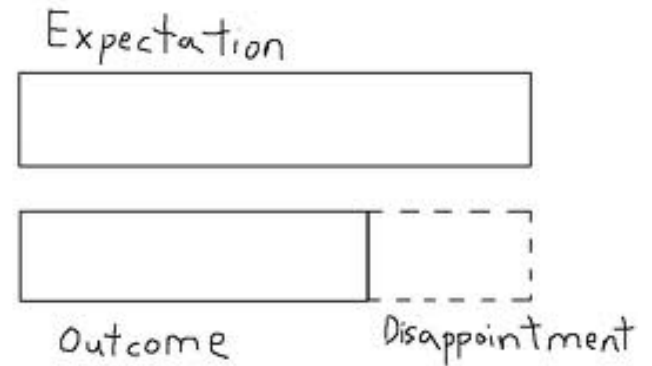
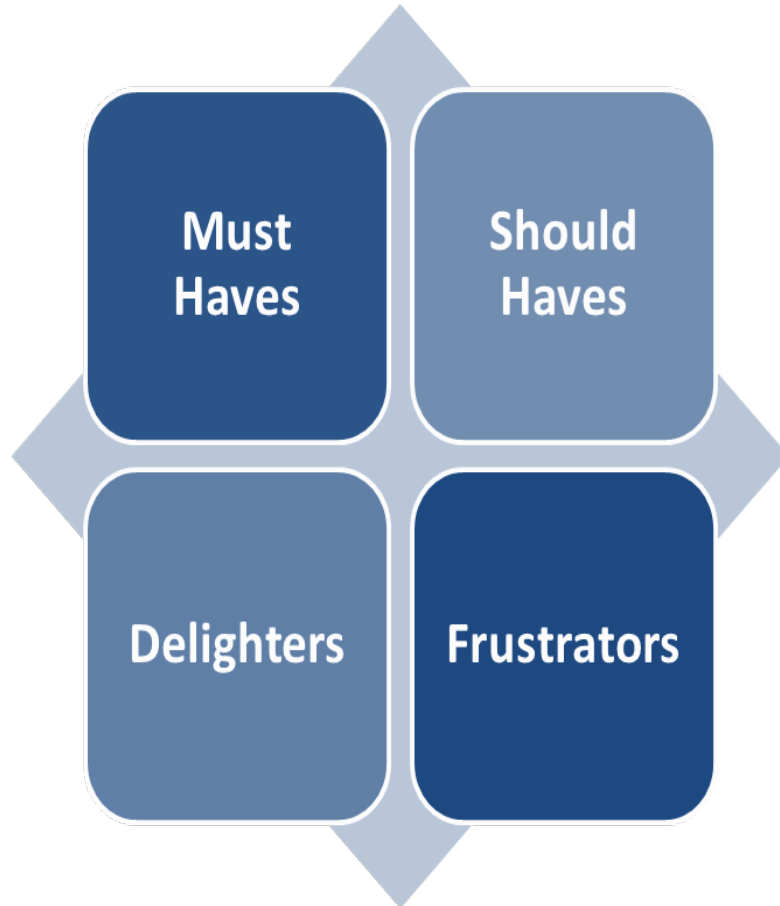
vs.

What the customer **expects**

Gets = Expects = Average Experience

Gets \geq Expects = Positive Experience

Patient Expectations




Activity

Get into groups of 3-4

Identify examples for each category:

- Must Have's
- Should Have's
- Delighters
- Frustrators



MUST HAVES	SHOULD HAVES
DELIGHTERS	FRUSTRATORS

Capacity and Demand

Assessment

- Unique users and encounters
- Clients scheduled
- Clients seen per day/hour per provider FTE
- Meeting your agency goals?

Analysis

- Too much capacity?
- Too much demand?

Capacity and Demand (cont'd)

Extra capacity

- In-reach
 - Patient experience improvement toolkit
 - PCCC
- Outreach
 - Project promotion toolkit

Extra demand

- Staff utilization and productivity
- Appointment systems
- Clinic flow

Principles of Clinic Efficiency

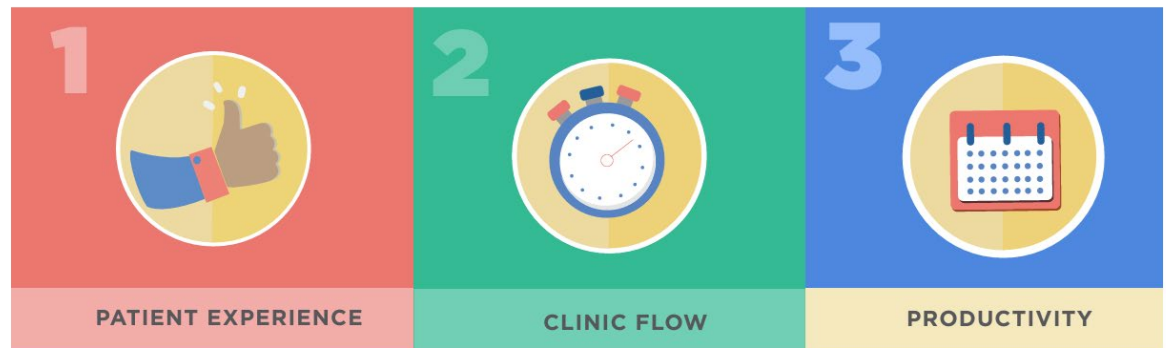
Team approach to care

- Working at top of license

Appointment Schedule

- Advanced access scheduling




Clinic Flow



Clinic Flow

Sample clinic flow indicators

The following three major indicators can be used to assess clinic flow.

INDICATOR	DEFINITION	TARGET
 CYCLE TIME	Patient departure time minus the arrival time, in minutes	<45-60 MINUTES
 WAIT TIME	Total patient time waiting (in waiting room, exam room, or at front desk - no contact with staff), in minutes	<15 MINUTES
 PATIENT STOPS	Total number of transitions from one location to another (accompanied or unaccompanied by clinic staff)	<5-6 TRANSITIONS

Wait Time

Tip #1: Reduce the number of stops a patient makes by moving around them instead of moving them around your clinic.



<https://vimeo.com/154991156>

Root Cause

Recommended resources:

- Five Whys
- Driver Diagram
- Flowchart worksheet
- PDSA Worksheet

All on RHNTC.org

What is one thing you'll do
when you get back?

Thank you!

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