



Homeless Persons Health Project
SNCC PCMH Initiative
November 18, 2011

HPHP: Coral Street Clinic

Our team AIM is...to decrease the visit cycle time (from check in to check out) for prescheduled clients to 40 minutes or less within 6 months.



Progress toward achieving our aim is measured by measuring the cycle times via EMR.

Our story...

- Client Satisfaction Survey 9/10: clients report “wait times are too long”.
- “The team” already exists: All clinic staff, RN staff have roles across all HPHP/clinic functions.
- Our first PDSA cycles addressed decreasing the appointment time from check in to check out by scrubbing charts:
 - The providers and MAs were surveyed and consensus was established as to the information needed in the scrubbing.
 - MAs scrub charts before client is seen by the provider.
 - Charts are scrubbed for: Contact info, Vital signs, lab tests, hospital visits, and referral notes

Our story...



□ **Barriers**

- Not having full staffing for the extent of this adventure. All Staff agreed to participate. However from mid-July thru the end of October staffing was short

□ **Our strength**

- A great staff that participated.
- The impetus is to improve service for our clients.

What we achieved...

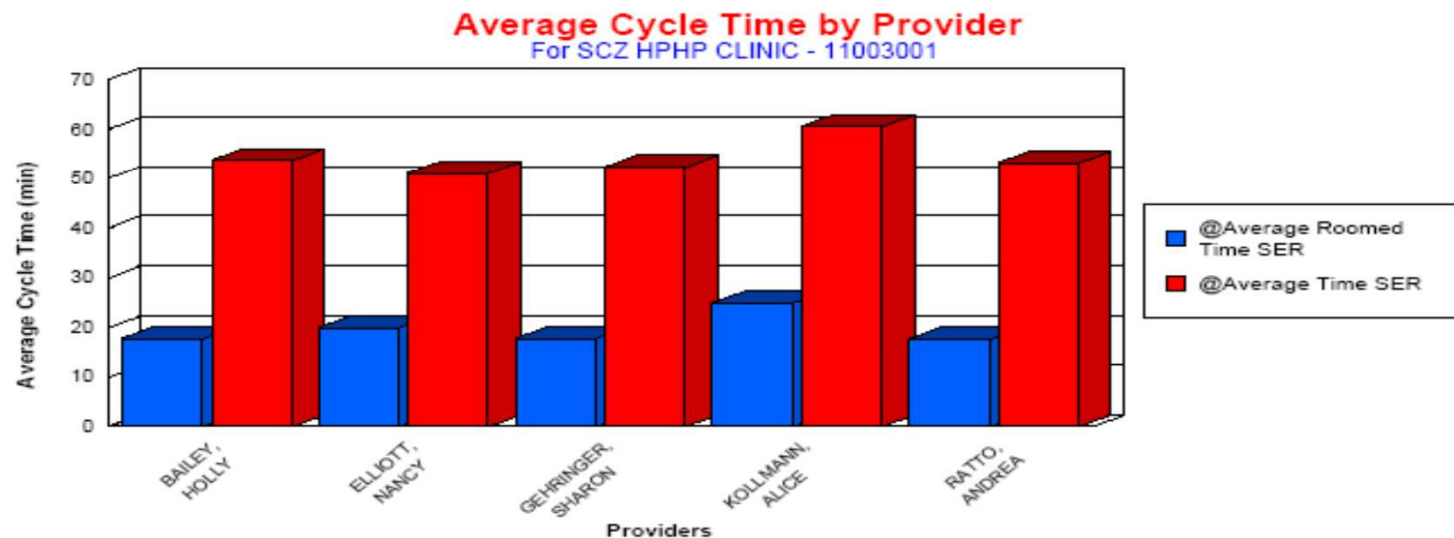


- We decreased the appointment cycle time from 65 minutes to 54 minutes by scrubbing the charts prior to the visit.

Measured results...

Cycle Times For Providers by Department and Location

Average cycle time for completed appointments between 6/14/2011 and 7/15/2011
for: SCZ HPHP CLINIC - 11003.



SCZ HPHP CLINIC - 11003001

BAILEY, HOLLY
ELLIOTT, NANCY
GEHRINGER, SHARON
KOLLMANN, ALICE
RATTO, ANDREA

Provider Averages:
Provider Averages:
Provider Averages:
Provider Averages:
Provider Averages:
Department Averages:

<u>Time to Room:</u>	<u>Rm to Chkout:</u>	<u>Appt Cycle:</u>
17.75	35.94	53.75
19.92	30.62	51.08
17.70	34.63	52.33
24.84	35.77	60.61
17.60	35.60	53.20
<u>19.10</u>	<u>35.20</u>	<u>54.39</u>

Note: If The Room time is not recorded the elapsed times for Time to Room and Room to Check-Out are recorded as zero and they are not counted into the average. For this reason, Time to Room and Room to Check-out may not total to match the Appt Cycle time.

Lessons learned...

- Participation is important.
- Construction is a distraction.
- Increasing the MAs involvement to access important information for the provider prior to the visit reduced the amount of time the provider spent searching for information during the visit, and improved the overall satisfaction of the visit for all.
- The MA s were able to do the scrubbing without significant stress on their workload.
- Our appointment cycle time has increased back up to 61 minutes in the last 2 months: we recognize that we know how to decrease the time with consistent implementation.

Where we go from here...

- Fix the list: we are surveying clients to determine what they value about seeing the RN.
- Develop an efficient system for medication refills:
 - ▣ We are diagramming the specific tasks in the refill process looking for opportunities to save time
 - ▣ We are tracking refill demand (volume, variation by day of the week/month, acute vs monthly refills, early vs late refills, etc.)
 - ▣ The data will help plan strategies to reduce the client wait time for medication refills