



how the west was won!

helping clinics work smarter not harder!



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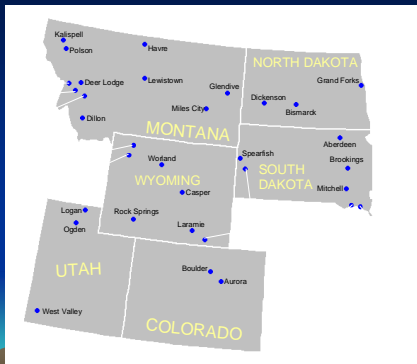
Audio Conference Objectives

By the end of this call, participants will:

1. Have a deeper understanding of the value and process of clinic efficiency.
2. Be able to track patient visits, compile the information and use the data to broaden their understanding of clinic flow.




Clinic Efficiency Sites (2003-2009)



What is Clinic Efficiency?


“ The fundamental rethinking and close examination of clinic practices, including business processes, clinic and patient flow, staff cross training, clinic layout and scheduling. These components are key to bringing about dramatic improvements in the patient experience and staff satisfaction.”




Clinic Efficiency is a “Hub”

Clinic efficiency is seen as the hub for many quality patient changes and staff improvements

- Next day scheduling
- Improved client cycle time
- Decrease no-show rate
- Increase donations
- Ability to integrate new programs & services
- More patient provider time
- Tools to project your sites' capacity and demand
- Increased staff and client satisfaction





the way the west was won: helping your clinic work smarter, not harder.

INTRODUCTION
 JSI Research and Training Institute (JSI RTI) received funding from the Region VIII Office of Population Affairs to provide clinic efficiency training and evaluation for selected Family Planning sites throughout Region VIII.

Region VIII includes CO, WY, UT, HI, SD and NE.

Between 2003 and 2009, approximately 35 Family Planning clinics have participated in the project.

Currently, JSI RTI is working with nine clinics throughout Region VIII, and JSI RTI is poised to bring this effective process to a variety of clinics nationwide.

METHODOLOGY

<p>Learning Session One</p> <p>Site assessment with selected clinic teams, identifying challenges, and exploring creative solutions.</p> <p>Implementing tracking tools and key concepts to identify improvements.</p>	<p>Action Period Coaching</p> <p>Providing on-site feedback and support to clinics to keep them focused on the CE process and implementation.</p>	<p>Learning Session Two</p> <p>Review data, track client visits and discuss future plans.</p> <p>Clinic reports on progress. Celebrate successes.</p>
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six key elements

1. move *around* your patient, instead of moving them.
2. identify your clinicians role and cross train all staff.
3. don't beat around the bush; communicate directly.
4. focus on starting all visits on time, every time.
5. identify your capacity and match it to your demand.
6. come prepared, with all of the tools you need.

IMPLEMENTING SITES
Not only can Family Planning clinics benefit from this process, but other types of clinics can benefit too. These have included:

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tracking**

1. **Cycle Time:** the amount of time spent inside the clinic, based upon when they enter and exit.
2. **Patient Provider Time (PPT):** the amount of time the provider spends with the patient.
3. **Mean Value Added Time (MVAT):** the amount of time spent doing nothing or doing the wrong thing.
4. **Number of Steps:** the measured number of time steps taken during their visit, including not using needed resources.

RESULTS:
In fiscal year 2008-2009, JSI RRT provided CE training to five sites within Region VIII. The following fiscal year (2009-2010) JSI RRT received priority funding to evaluate the effectiveness of the CE training at those five sites.

All five sites saw improvement across four evaluation objectives. These were:

- Increased Clinic Capacity:** All of the sites were able to reduce their cycle times in order to improve clinic capacity to meet demand.
- Increased Financial Stability:** Donations were seen to increase anywhere from 0% to 50% in all but one of the sites.
- Increased Patient and Staff Satisfaction:** Focus groups conducted in part of the evaluation process found that both patients and staff noticed improvements in wait times, clinic flow and overall satisfaction following the completion of their CE training.
- Increased Number of Hours of Helped Services:** Overall, the number of total patient visits at each clinic following the CE training increased. The number of RRT team administrative visits increased as a result of CE training.

testimony

"I just thought you were doing a really good job with what you were doing. I was a little surprised from what you said. 'Like when the patient comes out of the room, thank'd for the care we provide them being improved'."

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6 key elements

1. Move around your patient, instead of moving them.
2. Identify your clinician's role and cross train other staff.
3. Don't beat around the bush! Communicate directly.
4. Focus on starting all visits on time, every time.
5. Identify your capacity and match to your demand.
6. Come prepared with all the tools you need.

Tips for successful patient tracking

- Track "typical" patient visits
- Begin at the beginning of the visit (when they enter the door) and end when they exit the facility
- If patient notices attention, let them know you are studying the health center to shorten patient visit time
- Be a vigilant observer
- It's not necessary to enter exam room with patient
- Do not let fear enter into the patient visit
- Remember that the purpose of tracking is to sequence the tasks and activities used to complete patient visit

What can tracking do for your site

- Increased productivity of provider
- Reduced visit time and patient wait time
- Identify areas of clinic repetition
- Identify how clients spend their time
- Identify how staff spend time with clients
- Increased insight to your clinics check in/out process.



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Thinking About Clinic Efficiency? Participant feedback

- "No site is too big or too small."
- "Very clear and answered all of my questions."
- "We are able to openly discuss changes and good information—no messing around."
- "Great brainstorming and new ideas. Awesome teamwork approach."
- "Liked the trainer's expertise working in family planning and with small sites."
- "New ideas were presented in a way that made it exciting."
- "Positive atmosphere, looking forward to a positive outcome."
- "I thought that this would be hard and boring with lots of staff resistance, but I found the COMPLETE opposite."



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Questions and Next Steps

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