As healthcare continues to undergo significant change, many organizations are finding that they are understaffed and ill equipped to meet the rising patient demand. Healthcare leaders are considering solutions ranging from building new facilities to new technology and processes—with emphasis on anything that can help improve room utilization and patient throughput without significant cost.

Below is a real-life example of how one medical clinic managed the challenges posed by a 75% increase in patients.

**Challenges:**
Nor-Lea Hospital District is a not-for-profit healthcare organization serving New Mexico’s Lea County and surrounding areas. A boom in oil and gas exploration in the area led to a boom in population that brought 75% more patients through the doors of Nor-Lea Medical Clinic. Nor-Lea struggled to accommodate the increasing population.

- Visits jumped from 32,000 to 57,000
- 30-60 days to receive an appointment
- 1-2 hour patient wait times
- 16 patients per physician, per day
- 24% patient satisfaction
- 28% physician satisfaction

**Solution:**
Searching for ways to handle the influx of patients, Nor-Lea staff toured Pacific Medical Centers’ Canyon Park Clinic where they saw firsthand how workflow technology, powered by the Versus™ real-time locating system (RTLS), helps reduce wait times and patient flow. After implementing Versus Advantages™ Clinic, Nor-Lea dramatically improved their patient flow and overall satisfaction of both patients and physicians.

- First profitable year in clinic history
- 5-7 days to receive an appointment (-88%)
- 10 minute patient wait times (-94%)
- 25-30 patients per physician per day (+88%)
- 80% patient satisfaction (+233%)
- 93% physician satisfaction (+232%)
Defects
- missing supplies,
- misdiagnosis or transcription errors

Overproduction
- unnecessary diagnostic procedures

Conveyance
- unnecessary movement of patients or supplies

Waiting
- excessive patient wait times

Inventory
- excess inventory

Motion
- unnecessary staff movement

Overprocessing
- work that is unnecessary or not valued by the patient or organization

Human Potential
- waste and loss due to employees who are burnt out