

CLINICAL PROCESS IMPROVEMENT

Simply put, healthcare organizations must find a way to create more value for patients with fewer resources. To make the most out of available resources, healthcare leaders will have to maximize value while eliminating waste.

To do this, they must rethink the entire patient experience by:

- evaluating processes from the patient perspective
- identifying each step in the process and eliminating any that do not add value
- making each step of the process flow smoothly from beginning to end for a seamless patient experience

With this new way of thinking, organizations can improve processes and outcomes, reduce costs and increase the satisfaction of patients, providers and staff.

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%)



Waiting
excessive patient
wait times

Defects
missing supplies,
misdiagnosis or
transcription errors

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

Conveyance
unnecessary movement
of patients or supplies

Overproduction
unnecessary diagnostic
procedures

Inventory
excess inventory

Motion
unnecessary
staff movement

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

