



# The costs of operational inefficiencies in outpatient clinics

## How do staff meet the demands of rising patient volumes and more complex patient conditions?

Navigating an ever-changing healthcare environment with escalating patient volumes is challenging caregivers to find ways to enhance the patient experience while delivering seamless, cost-effective, quality care.

**83.1 million**

millennials, the largest generation in U.S. history,<sup>1</sup> challenge healthcare to provide on-demand access.

**153 million**

Americans have chronic conditions, representing 80% of clinic visits.<sup>2</sup>

**2.2 billion**

outpatient visits by 2024, double the rest of the healthcare system combined.<sup>3</sup>

**10,000**

people in the U.S. reach age 65 each day; older Americans need 6x the care.<sup>1</sup>

## The effects of inefficient workflow.

**33%**

Typical exam room utilization<sup>4</sup>

**68%**

Percent of patient visit spent waiting<sup>5</sup>

**32%**

Amount of visit spent with physician<sup>6</sup>

## If technology is the answer, how do you address unexpected elements that impact project success?

**58%**

did not address changing mindsets<sup>7</sup>

**49%**

did not consider corporate culture<sup>7</sup>

**35%**

underestimated project complexity<sup>7</sup>

**16%**

lacked end user motivation<sup>7</sup>

# How can we help caregivers streamline patient throughput without sacrificing quality care?

Accurately capturing operational data allows you to increase patient flow and exam room utilization. And, by aligning your processes with project scoping and change management, you'll achieve consistent, reliable performance. One customer reduced patient time in exam room by 40%<sup>8</sup> while another increased physician productivity by 30%<sup>9</sup>.

Organize outpatient care delivery with automated workflow and real-time visual cues. Midmark **CareFlow™ Real-Time Locating System (RTLS) Patient Flow** provides the framework to keep staff on track and streamline throughput, allowing caregivers to focus on the patient experience.

Improve staff communications and responsiveness

Eliminate time spent searching for staff and equipment

Enhance patient experience with self-rooming

Improve patient throughput

Automatically capture locations and interactions to support flow improvements

Obtain accurate data on exam room usage

Real-time cues without manual entry

Reduce visit length

Eliminate time-stamp errors with EMR interface

Increase patient time with provider

For more information, visit [midmarkRTLS.com](https://midmarkRTLS.com)

## Sources:

- 1 U.S. Census.
- 2 "[The Growing Crisis of Chronic Disease in the United States](#)" Partnership to Fight Chronic Disease. August 2009.
- 3 Sg2 Hospital + Healthcare Consultancy.
- 4 Acceptable industry average, multiple sources.
- 5 "[Wait Times, Patient Satisfaction Scores, and the Perception of Care](#)," American Journal of Managed Care.
- 6 "[Are doctors spending less time with patients?](#)" Mobius MD
- 7 Dawson, Chris. "Leading Culture Change; What Every CEO Needs to Know." Stanford University Press, May 10, 2010.
- 8 Case Study: [University of Minnesota Clinics and Surgery Center](#).
- 9 Case Study: [Brooklyn Health Center](#).