



Clinical Process Improvement

As healthcare continues to undergo significant change, many organizations are finding that they are understaffed and ill equipped to meet rising patient demand. But what about patient needs and wants? Simply put, healthcare organizations must find a way to create more value (e.g., accurate diagnoses and easier treatment/care plans) for patients with fewer resources.

The Quadruple Aim has provided a framework with focus placed on improving patient outcomes and the patient/provider experience while reducing cost and waste. However, it is easy to underappreciate the foundational work that goes into improving the point of care ecosystem. That's where clinical process improvement comes into play.

This is a real-life example of how one multi-specialty clinic managed the challenges of moving to a space 30% smaller than its previous location.

The University of Minnesota Health Clinics and Surgery Center is a new multi-specialty health center, aiming to provide an exceptional patient and care team experience, despite moving to a smaller space.

THE CHALLENGE

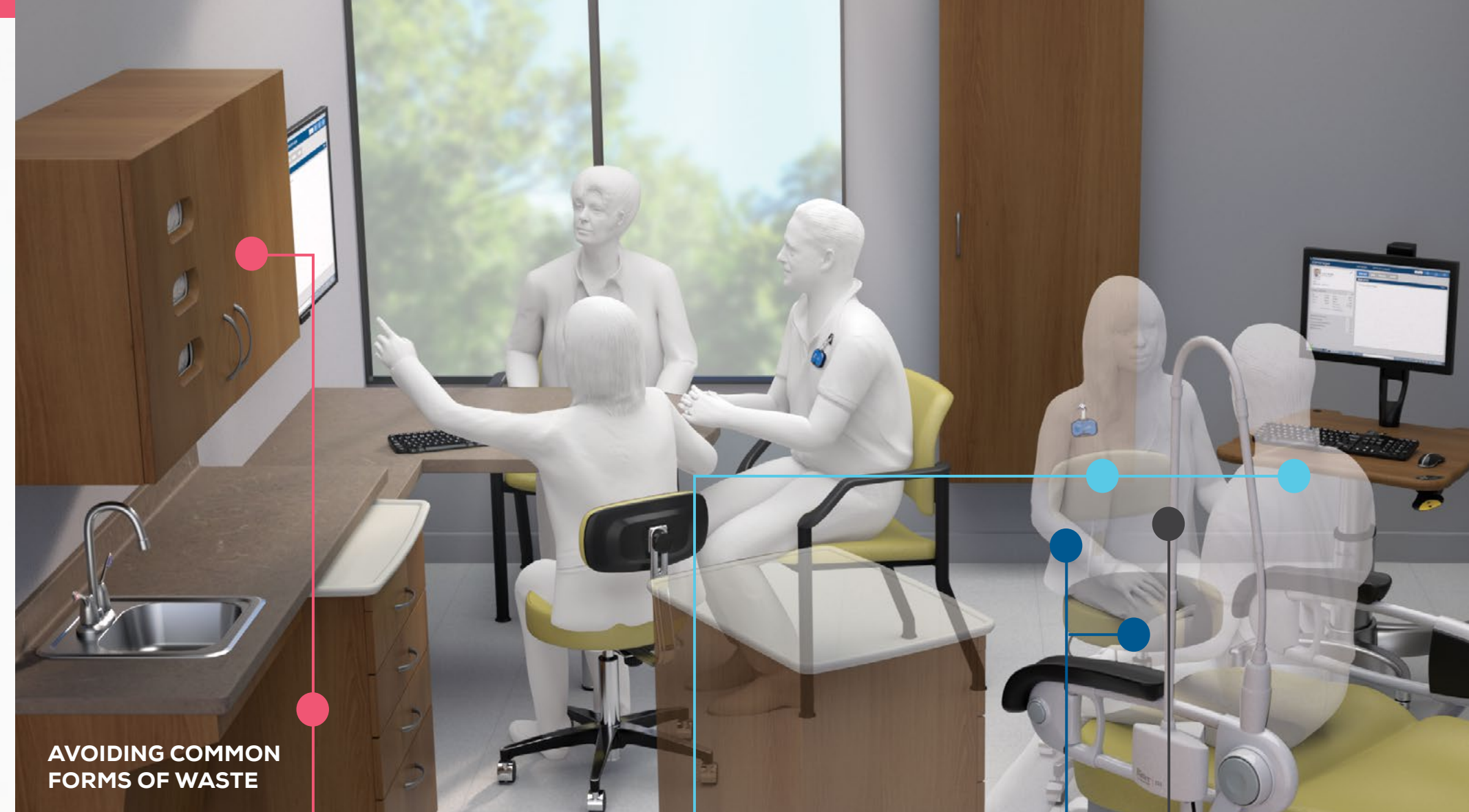
Innovate care with less patient waiting and better care collaboration using less space than the prior facility.

- 30% less space
- 122 fewer exam rooms
- More than 2,500 unique patient visits a day
- Accommodate multi-specialty care

THE SOLUTION

Using real-time and retrospective data from Midmark RTLS, staff are creating processes to manage and distribute resources more effectively.

- Exam room utilization improved by 67%
- Patient time in the exam room reduced by 40%
- 19% clinic growth from 2016 to 2018
- Less than 10-minute patient wait time in the exam room



AVOIDING COMMON FORMS OF WASTE

INVENTORY

Eliminate excess inventory

OVERPRODUCTION

Reduce unnecessary diagnostic procedures, transcription errors and misdiagnoses/missed diagnoses

WAITING

Reduce patient wait times

CONVEYANCE

Eliminate unnecessary movement of patients or supplies

MOTION

Reduce unnecessary staff movement

UNDERUTILIZED TALENT

Staff talent, skills and knowledge utilized appropriately

OVER-PROCESSING

Avoid unnecessary or undervalued work