Malheur County Health Department

Quality Improvement Activity (Using Plan/Do/Check/Act)

**PLAN**

1. **Activity Name:** Decreasing Time for Checking Patients In During Initial Family Planning Clinic Visit

2. **Rationale:**
   a. Improve customer satisfaction
   b. Improve efficiency of staff time
   c. Increase number of clients seen in Family Planning Clinic

3. **Quantifiable Measures:**
   a. Baseline measurements were obtained in January 2013
      - Customer Satisfaction Surveys for all clients receiving Family Planning and Immunization Services
      - Time Studies for all clients receiving Family Planning and Immunization Services
      - Data from Customer Satisfaction Surveys indicated that opinion of wait times were unsatisfactory in regards to Family Planning Services
      - Data from time studies indicated that initial visits in Family Planning Clinic had the longest average time for total visit time and that the check-in process took an average of 20 minutes

![Initial Visits in Family Planning Pre-Intervention Time Study Results](chart.png)
4. Analysis and Identification of Opportunities for Improvement:
   a. Document Current Process: It was identified that there was no standardized way that clerical staff were checking-in and processing paperwork required for initial patient to complete and that all three staff members did different steps in different order to complete the same task.
   b. AIM Statement: Decrease check-in time for initial visits in Malheur County Health Department Family Planning Clinic Program by average of 25% from baseline of 20 minutes by April 30, 2013.
   c. Root Cause Analysis: See Appendix A

DO

5. Interventions Taken for Improvement:
   a. Brainstorm with staff regarding most efficient means to complete check-in and paperwork completion process
   b. Created diagram that illustrates Initial Visit Check-In Process – See Appendix B
   c. Implemented new Initial Visit Check-In Process

STUDY

6. Evaluation:
   a. Repeated Customer Satisfaction Survey Process
   b. Repeated Time Study Process
   c. Reviewed Data from Customer Satisfaction Survey and Time Study
   d. Data revealed improved Customer Satisfaction Survey results regarding wait time and decreased average time for check-in process
   e. The implementation of the standardized Initial Check-In Process decreased check-in time for initial visits in Malheur County Health Department Family Planning Clinic Program from a baseline average of 20 minutes to an average of 12 minutes (35%).
**ACT**

7. **Standardize the Improvement**
   
a. Continue standardized Initial Visit Check-In Process – See Appendix B
Appendix B
Initial Visit Check-In Process

1. Print out client data verification
2. Fill in CVR
3. Give client ALL paperwork (birth certificate, CC form, income form, health history)
4. Notify RN that chart ready
5. Put chart together
6. Obtain picture ID, insurance card, Make copies
7. Enter info into KPHS, CCare, verify OHP
8. When turning in paperwork, explain confidentiality, give cup for urine sample
9. Check on client, answer paperwork questions, give back originals
10. YOU ARE DONE!