

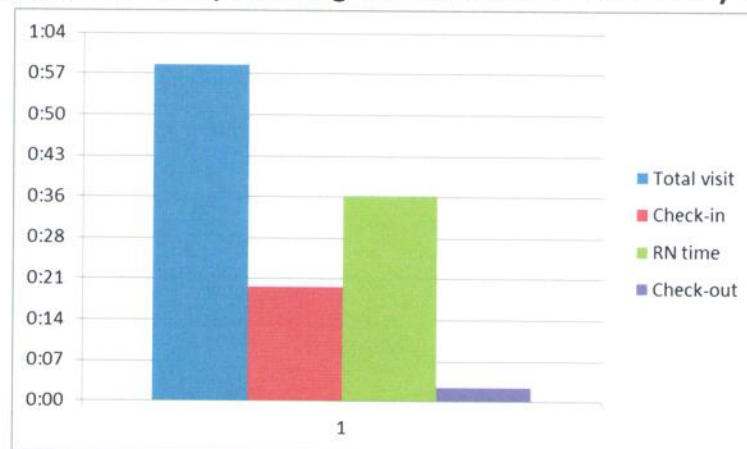
## Malheur County Health Department

### 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



**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:**

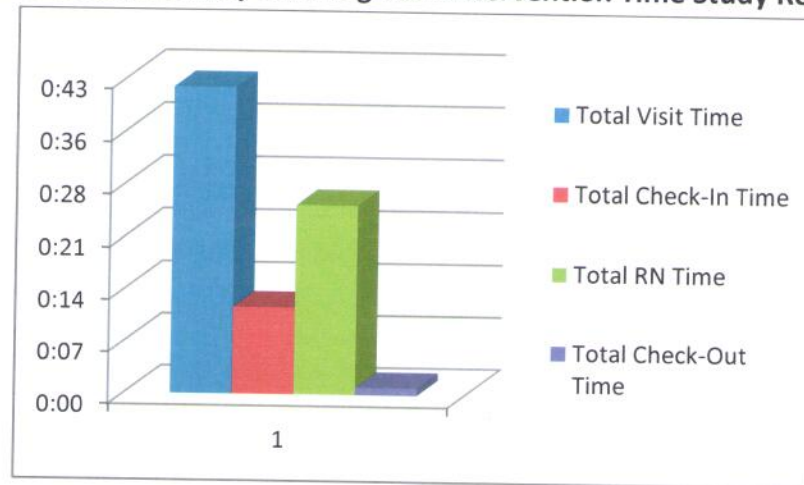
- a. Brainstorm with staff regarding most efficient means to complete check-in and paperwork completion process
- b. Created diagram that illustrates Initial Visit Check-In Process – See Appendix B
- c. Implemented new Initial Visit Check-In Process

**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%).

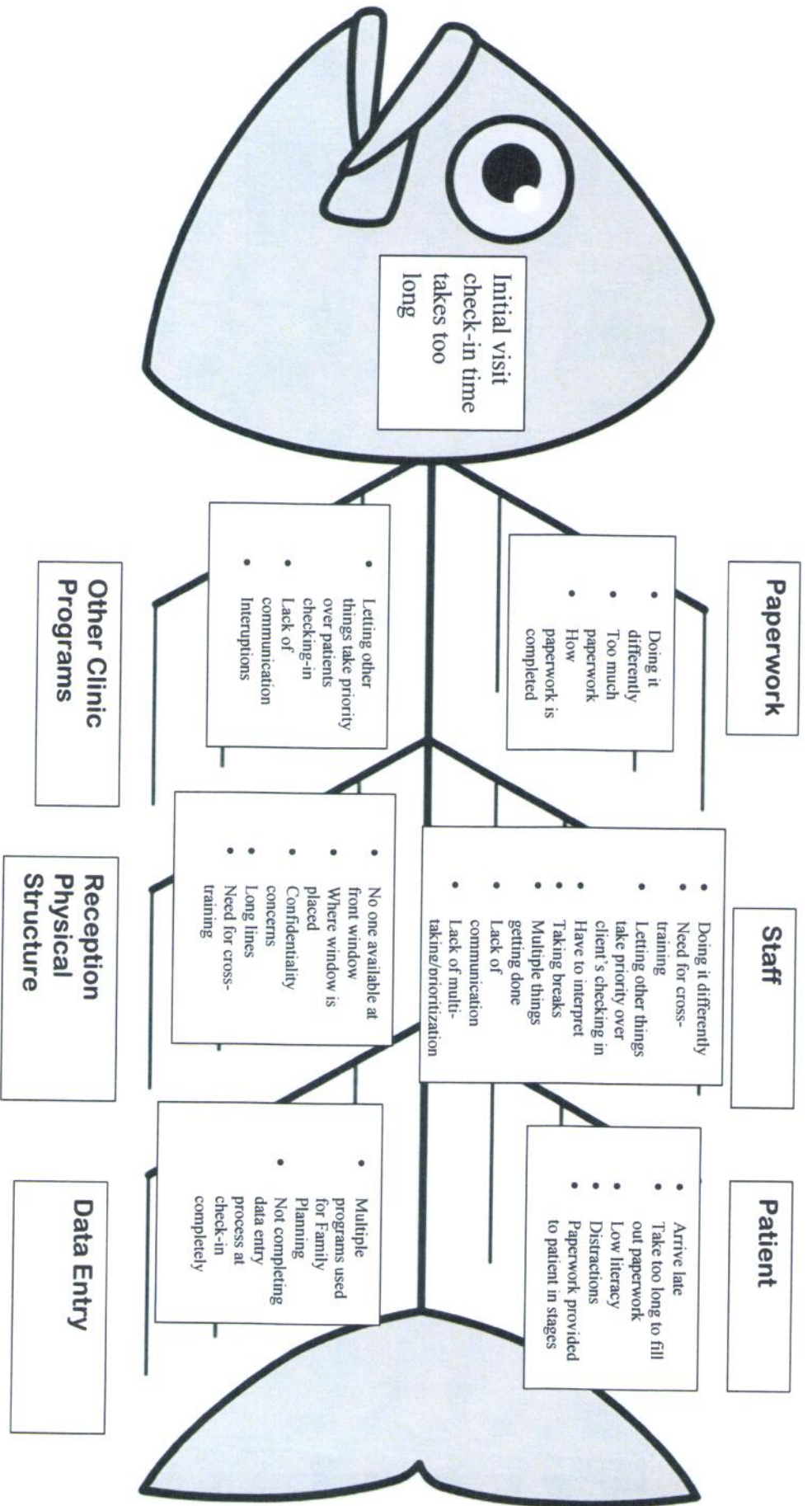
### Initial Visits in Family Planning Post-Intervention Time Study Results



#### ACT

#### 7. Standardize the Improvement

- a. Continue standardized Initial Visit Check-In Process – See Appendix B





# Appendix B

## Initial Visit Check-In Process

