Business Unit: Family Care, P.C

Problem / Opportunity Statement:

Family Care, P.C. is a large multi-disciplinary primary care practice in the West Michigan area. The practice suffered from a disconnect between patient care and staff satisfaction. The current system was deemed ineffective for delivering quality patient care, especially as it pertained to preventive care. Each working day seemed chaotic and lacked the quality care that the staff strived for. In addition, approximately 5% of the patients were transferring to competing clinics on an annual basis. The current system also caused Physician moral issues as it pertained to compensation. The practice physicians were paid in the 25 percentiles among area physicians. This caused a 10% turnover Physician rate in the practice. The issue at the heart of this matter was patient flow throughout the system. The average patient input/output of the practice was 45 minutes per patient visit.

Goal: Within the next 180 days, reduce the patient input/output to 30 minutes, reduce patient transfers to 3%, reduce Physician turnover to 5%, and increase Physician compensation to the 50th percentile.

Significant Changes: (limited info is provided to protect customer)

- Meet with staff to:

    o Analyze current systems flow for patient visits.

    o Identify current causes of excessive patient visit times.

    o Identify the goals and objectives for successful patient care.

- Follow twelve patients through the system with different medical issues, i.e., colds/flu, back pain, abdominal pain, fracture care etc.

- Develop a system to track patient visit times through the Electronic Health Record (EHR) system.

- Map out current physical space as it relates to patient traffic patterns and the patient care delivery system.

    o Make necessary adjustments to physical space.

- Develop a communication link between the patient and clinic to avoid slowdowns during patient registration:

- o Patients visit reminders, texts, email, or phone calls.

- o Verification of patient demographics.

- o Collection of Co-Pays, if necessary.

- Develop training modules to assist Physicians and staff to maximize the effectiveness of the EHR system.

  - o Mandatory training for staff and Physicians

  - o Develop a training log.

- Develop a tracking system for:

  - o Patient referrals and follow-up.

  - o Patient preventative care reminder system.

  - o Patient care reminder system for chronic and reoccurring medical conditions, i.e., diabetes, COPD, hypertension, depression, etc.

- Meet with physicians and staff to:

  - o Go over patient care delivery systems relevance, reliability, and measurability.

  - o Get acceptance and buy-in of new system.

- Implementation of new patient care delivery system.

Realized ROI:

Customer Experience: Increased customer satisfaction by decreasing patient visit times from 45 minutes to 30 minutes. Patient satisfaction via healthcare follow-up for medical care. Examples include annual physicals, well child visits, follow up visits after hospitalization, and chronic and reoccurring conditions like diabetes, COPD, hypertension, and depression.

Staff Experience: Increased staff morale as it related to system effectiveness and efficiency.

Financial Benefit: Increased clinic revenue by 20%. Physician compensation increased to the 50th percentile.

Time Savings: Decreased patient visit times from 45 minutes to 30 minutes per visit.