**Project Overview:** Enhancing Patient Care & Staff Satisfaction at Family Care, P.C.

**Business Unit:**

Family Care, P.C.

**Detailed Problem / Opportunity Statement:**

Family Care, P.C., a prominent primary care practice in West Michigan, encountered challenges that impacted both patient care quality and staff morale. Core issues included:

1. **Suboptimal Patient Care:** The practice's current setup seemed chaotic, especially concerning preventive care, leading to a gap between the ideal and delivered patient care.
2. **Staff Morale & Retention:** The physicians, despite their hard work, were compensated below the area average, leading to a significant 10% annual turnover rate.
3. **Patient Attrition:** About 5% of the patients were switching to competitor clinics annually, indicating dissatisfaction.
4. **Operational Inefficiencies:** The patient flow was ineffective, with a patient input/output time averaging 45 minutes.

The opportunity ahead was clear: restructure the patient care process to boost satisfaction levels, improve physician morale, and optimize operational efficiency.

**Project Goal:**

Over the next 180 days, set milestones to:

* Reduce patient input/output time to 30 minutes.
* Decrease patient attrition rate to 3%.
* Lower the physician turnover rate to 5%.
* Increase physician compensation to the area's 50th percentile.

**Implementation & Significant Changes:**

1. **Staff Engagement:**
	* Collaborated with staff to analyze the current patient visit flow and identify the root causes of elongated visit times.
	* *Benefit:* Such inclusive discussions fostered better understanding and collaboration for further initiatives.
2. **Patient Journey Analysis:**
	* Followed twelve patients with varied medical concerns through the system, deriving insights into bottlenecks.
	* *Benefit:* Gained actionable insights on specific problem areas that needed restructuring.
3. **EHR System Enhancement:**
	* Implemented tracking mechanisms within the Electronic Health Record (EHR) system to monitor patient visit durations.
	* *Benefit:* Enhanced monitoring paved the way for iterative improvements.
4. **Space Utilization:**
	* Mapped and revised the physical space to optimize patient traffic flow and enhance care delivery.
	* *Benefit:* Spatial adjustments led to smoother patient transitions and reduced idle/wait times.
5. **Improved Patient-Practice Communication:**
	* Introduced visit reminders and streamlined registration processes for patients.
	* *Benefit:* Streamlined communication reduced visit lags and ensured patients came well-prepared for their visits.
6. **EHR Training:**
	* Instituted mandatory EHR training modules for staff and physicians, maximizing system utility.
	* *Benefit:* This training ensured that the EHR system was utilized to its full potential, facilitating smoother patient care.
7. **Patient Care Tracking System:**
	* Developed systems to track and remind patients of critical healthcare follow-ups and preventive care appointments.
	* *Benefit:* This led to more consistent care and timely interventions, boosting overall healthcare outcomes.
8. **Stakeholder Engagement:**
	* Collaborated with physicians and staff to ensure their buy-in for the new care delivery system.
	* *Benefit:* Collective alignment ensured the changes were smoothly adopted and sustained.

**Realized Return on Investment (ROI):**

* **Elevated Customer Experience:**
	+ Patient satisfaction surged due to reduced visit times and proactive healthcare follow-ups.
* **Boosted Staff Morale:**
	+ The redesigned system significantly enhanced staff morale by making the entire process more efficient and rewarding.
* **Financial Upside:**
	+ The clinic witnessed a 20% jump in its revenue, with physician compensation now at the competitive 50th percentile.
* **Optimized Operational Efficiency:**
	+ With the new initiatives, patient visits became more efficient, reducing the time from 45 minutes to just 30 minutes.