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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.

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- *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 system to track and remind patients of critical healthcare follow-ups and preventive care appointments.

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- *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.

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