

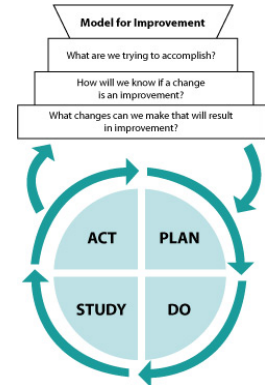
Efficiency Model for Improvement

Healthcare: it's a team sport!

1. Aim

Clear, Time Specific, Stretch, and Valuable to patient
(edit for your team ...)

- The AIM of the _____ CHC is to reduce the patient's cycle time during regular short visits by ___% (from x minutes to z minutes) by (date) _____ .



2. Measures

(who will track them, when, and how?)

Outcome Measures

- Cycle Time (worksheet).

Process Measures

(subcomponents from Cycle Time worksheet)

- Time to Red Zone value time
- Red Zone value time
- # times provider is interrupted in Red Zone value time

Balancing Measures

- Clinical indicators
- Satisfaction
- Others?

3. Change Concepts

(who will do what when? Tasks and PDSAs)

List ideas, things others have tried, hunches, and evidence.

- Balance the demand and capacity for non appointment work
- Synchronize patients/clients, providers and information
- Predict and anticipate patient/client needs at time of appointment
- Optimize rooms and equipment
- Optimize Care Team
- Minimize the constraints for providers
- Eliminate Waste
- Improve the Flow of Work