

# QUALITY IMPROVEMENT STORYBOARD



<b>Division/ Program:</b>	Martin Luther King, Jr. Center for Public Health
<b>Project Title:</b>	Reducing Wait Times for Patient Registration
<b>Project Timeline:</b>	7/27/2018
<b>QI Specialist(s):</b>	MLK Continuous Improvement Teams (CITs)

## 1. Getting Started

Staff from the MLK Center for Public Health sought ways to improve efficiencies within the clinic’s patient registration process.

## 2. Assemble the Team

Continuous Improvement Teams (CITs) are established using a labor-management partnership structure, and the team works collaboratively to identify and solve problems through Quality Improvement (QI) projects.

Business office clinic staff from the MLK Center for Public Health meet weekly as a CIT to identify and address opportunities for improvement.

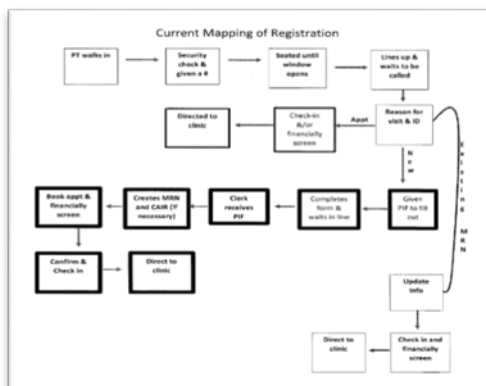
## 3. Define the Problem/ AIM Statement

**Problem statement:** Clinic patients often arrive before the clinics are open, but the staff do not begin to register patients until the clinic is open. This process creates a “bottleneck” of patients waiting to be registered as soon as the clinic is open and increases waiting times for patients.

**AIM:** Reduce registration wait times for patients.

## 4. Examine the Current Approach

The MLK CIT examined its current process by identifying registration steps in a process map.



## 5. Identify Potential Solutions

The MLK CIT staff recognized that some patient registration steps could be started and completed by the time clinic opened so that patients would have less waiting time.

## 6. PLAN

The MLK business office team began to process patient registration information starting about 30 minutes prior to the clinic opening.

## 7. DO

The MLK CIT tested this strategy by completing some of the registration process steps prior to the clinic opening.

## 8. STUDY

Prior to testing the new strategy, all patients would begin the registration process after the clinic opened. When implementing the new procedure, the business office began the registration process for patients who arrived before the clinic opened. **All patients arriving before clinic opened had completed their registration process within 5 minutes of the clinic opening.**

## 9. ACT

The MLK CIT staff adopted the new procedures, which helped improve the efficiency of the registration process for patients.

## 10. Next Steps

The MLK CIT staff adopted the new procedure and will continue to begin the patient registration process prior to the clinic’s operating hours.