

Women's Hospital Outpatient Process Review & Redesign

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Program/Dept: Women's Health

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The Women's Hospital Outpatient Services Review and Redesign project will review process in nine clinics located in two physical spaces: the Outpatient Department in the basement of the Women's Hospital and the Clinical Practice Unit, sited at the Rehab Hospital. An evolving operational model has led to role confusion, lack of standard processes and patient and provider frustration. The project goal is to redesign a process through the patient's eyes that when implemented will result in timely appointment bookings, reduction in patient time spent in the waiting room and efficient clinic operations. This includes redesign of the staff work flows and recommendations to enhance the use of clinic space.