

HSC Children's Medical Clinic Process Review

Executive Sponsor: Adam Topp

Project Sponsor: Sue Mann

Program/Dept: Child Health

Project Manager: Cameron Robertson

Start Date: June 2009

Finish Date: August 2009

The HSC Children's Clinic has been transforming its operations by implementing an Advanced Access model. This model focuses on reducing the wait for appointments and improving clinic efficiency by matching/shaping demand and supply, working down existing backlogs, simplifying scheduling systems, relieving bottleneck resources and determining appropriate panel sizes for physicians.

The Advanced Access team has made progress but is having particular difficulty with the Medical Clinic which has to contend with being a teaching clinic, high no-show rates and part-time physicians. Other potential contributing factors mentioned by staff are poor physician utilization, role definition of staff and physical plant constraints that are contributing to poor patient flow.

Using Advanced Access Methodology (matching supply and demand, elimination of waste, Theory of Constraints, etc), the goal of the project is to analyze the process, understand what countermeasures have been tried to date and provide recommendations that will improve the patient experience when implemented.