

Misericordia Health Centre Ophthalmology Clinic Process Review

Executive Sponsor: Rosie Jacuzzi

Project Sponsor: Bev Lesiuk

Program/Dept: Ophthalmology

Project Manager: Cameron Robertson

Start Date: November 2008

Finish Date: February 2009

Since the transfer of the Ophthalmology Program to the Misericordia Health Center in 1994, the ambulatory clinics have seen a significant increase in activity, an expansion of space, the addition of specialized clinics, as well as the addition of new diagnostic tests and therapeutic interventions. These changes have affected patient flow through issues such as sub-optimal slate utilization, wait list management, sub-optimal staffing coverage and clarity of staff roles.

While localized improvements efforts have been implemented over the years it is felt that a system level process review is required to achieve further gains in improving patient flow and decreasing operational costs.