

QUALITY IMPROVEMENT STORYBOARD



Division/ Program:	Martin Luther King, Jr. Center for Public Health
Project Title:	Reducing Internal Calls to the Clinic Business Office
Project Timeline:	8/24/18 to ongoing
QI Specialist(s):	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 business office operations.

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.

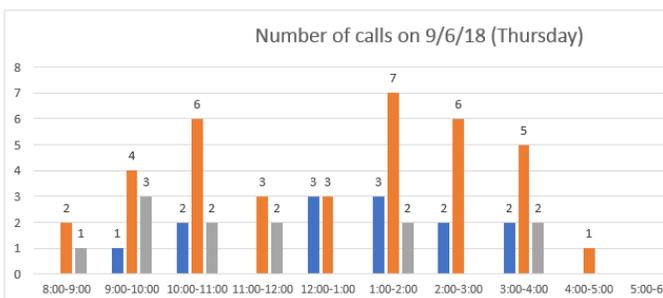
3. Define the Problem/ AIM Statement

Problem statement: The MLK business office often receives a high number of internal calls, which becomes challenging for staff to complete other internal processes. Many of the calls received are related to scheduling appointments for patients; this also causes extra process steps to help patients schedule next appointments while clinic staff are waiting for the business office to respond.

AIM: Reduce internal calls to business office by 50% and improve timeliness of assisting patients in scheduling appointments.

4. Examine the Current Approach

The MLK CIT collected data regarding the number of internal calls received from three different clinics at MLK for a two-week period.



5. Identify Potential Solutions

The MLK CIT staff discussed a strategy to have one business office staff directly available in the clinic to assist patients in scheduling future appointments.

6. PLAN

The MLK CIT drafted a rotation schedule which would allow one business office staff person to be available in one clinic to help patients with scheduling future appointments. Different rotation schedules were tested in different clinics and during hours where the most calls were received.

7. DO

The MLK CIT tested the rotation schedules for a period of 2 weeks.

8. STUDY

The average number of internal calls to the business office decreased by 53% when a business office staff member was available in the clinic. Further, the rescheduling process became more efficient for the patients, reducing the number of steps and wait time to assist patients.

Challenges during this process include staff availability. Business office staff could only be available in the clinic on days where there was enough staff present in the business office.

9. ACT

The MLK CIT staff adopted the new rotation schedule to have a business office staff member available in the clinic as staff availability and schedules permit.

10. Next Steps

The MLK CIT will continue to monitor the number of calls received and may continue to adjust its rotation schedule to meet the needs of the business office and clinic staff as schedules permit.