

Cycle Time Data Entry and Analysis for ADPH

Satellite Conference and Live Webcast

Thursday, February 27, 2014, 2:00-3:00 p.m. (Central Time)

3:00-4:00 p.m. (Eastern) ■ 1:00-2:00 p.m. (Mountain) ■ 12:00-1:00 p.m. (Pacific)

By studying patient flow, staff are able to increase efficiency and improve patient satisfaction as well as their own. The key is to develop an understanding of the clinic's patient flow process, identify problem areas, develop a concept of an ideal system, and then, through small tests of change, begin moving toward your goal.

Before you can make meaningful changes, you must understand the patient care process well enough to identify bottlenecks and understand their root causes. Flow mapping and cycle-time measurement are two techniques that can help.

Flow mapping involves taking detailed notes about a client's entire visit. This includes looking carefully at customer service, paperwork, equipment and space inadequacies, duplication and rework, correction, value-added and non-value-added activities.

Cycle-time measurement builds on flow mapping and involves measuring and charting the time associated with various parts of the visit.

Total cycle time is generally defined as the number of minutes between when a patient arrives at the clinic and when they leave.

Program Objectives:

1. Discuss cycle time and understand the importance in evaluating clinic efficiency.
2. Enter data in cycle time spreadsheet.
3. Evaluate patient flow in county health department clinics.
4. Analyze cycle time spreadsheet and implement clinic procedures to increase patient satisfaction and improve clinic operations.

Faculty:

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Conference Details:

Target Audience: ADPH Area and County administrators, clerks and nursing staff who plan and evaluate clinic operations and efficiency

Continuing Education: None for this program

Registration: www.adph.org/alphtn

Technical Information: To receive complete technical information you must register at www.adph.org/alphtn

Satellite - Live satellite conference on C band (analog).

Webcast - Watch with RealPlayer or Windows Media Player. Test your computer with the "test connection link" at www.adph.org/alphtn

Audio - To listen by phone, call 1-888-557-8511. Enter access code 972-1530 #. Press # again to listen to the conference.

On Demand - Available 2-3 business days after the live broadcast from the On Demand page of our website.

Conference Materials: Posted on our website approximately one week before the program for registered participants.

Conference Details Questions: Call: 334-206-5618 | Email: alphtn@adph.state.al.us

