Cycle Time Analysis Training for ADPH Staff

Satellite Conference and Live Webcast Thursday, February 27, 2014 2:00 – 3:00 p.m. Central Time

Produced by the Alabama Department of Public Health Video Communications and Distance Learning Division

Faculty

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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.

What is Cycle Time?

- Definition
 - Visit cycle time is the amount of time in minutes that a patient spends at a clinic visit
 - The cycle begins at the time of arrival and ends when the patient leaves

What is Cycle Time?

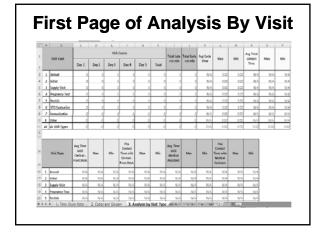
- Core elements
 - -Contact time
 - Face-to-face time
 - -Wait time

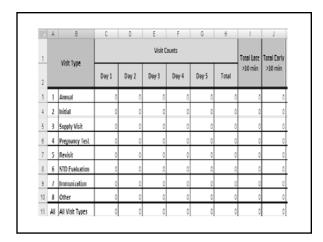
Benefits of Cycle Time Studies

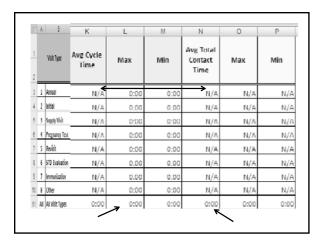
- Provides a structured method for identifying non-value adding activities in an activity work flow
 - -Wait time
- Provides for the identification of current time-to-completion measures for an activity work flow

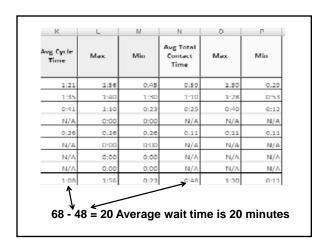
Benefits of Cycle Time Studies

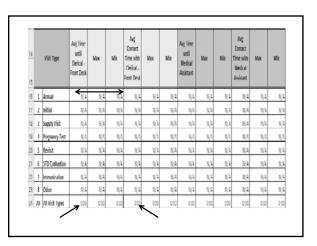
- -Average time of all visits
- -Average time for each visit type
- -Average time by discipline
- Allows for a comparison of current to desired or state average measures

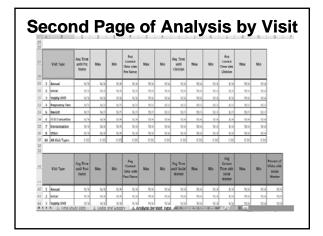


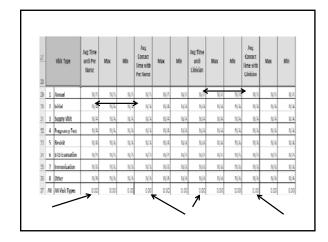


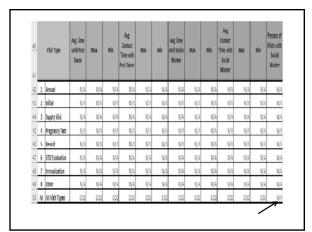












Best Practice

- Wait time should be the same as or less than the contact time
 - -Bottle neck
- Are your appointment time slots reflective of your staff's actual contact time?
- Is your staff contact time reflective of the state average?

Cycle Time Analysis: Time Spent in Clinic

- What is the average cycle time?
- What is the wait time vs. contact time?
- What visit has the highest / lowest cycle time?
- Are there bottle necks?

Cycle Time Analysis: Time Spent in Clinic

- What other information/data would be useful in understanding the bottle neck?
- Is the cycle time reasonable?

Cycle Time Analysis: Contact Time

- What is the average contact time for the clinician?
- What is the average contact time for the nurse?

Cycle Time: Calculating Capacity

- Average capacity as measured by visits per hour
 - Visits per hour = 60 minutes dividedby NP contact time in minutes
 - 15 minutes per contact = 4 patients per hour

Cycle Time: Calculating Capacity

- 20 minutes per contact = 3 patients per hour
- Other staffing should be based on what is needed to eliminate wait time and support the patient per hour capacity for NP

Helpful Hints

- Enter the time chronologically
 - Helps to identify time gaps
 - -Over / under booking

For More Information

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