



every child
PEDIATRICS



Revitalizing the Patient Experience

Every Child Pediatrics

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A Mother's Story



Waiting Room... waiting for the front desk and the medical assistant = **1 hour**

Exam Room... waiting for the provider = **45 min**



After Visit Wrap Up... waiting for shots, orders, education = **30 min**

Our Desired Future

Every Child Pediatrics will optimize the time patients spend in our clinics.

- Decrease wait time
- Improve the patient experience
- Improve Staff Satisfaction & Efficiencies
- Increase patient access

Our Current State

- Complex patients require a lot of support from all levels of staff.
- Continuous multitasking limits the Medical Assistant's ability to focus on a single patient/family.
- Underutilizing Clinician Capacity – Clinicians are assisting MAs instead of providing patient care.
- Long patient wait times.



How We Explored the Problem

To understand the patient visit experience we interviewed:

- 2 Patient Parents
- 6 Staff and leadership
- 2 Clinicians

Patient
Experience

Scheduling
& Access

Staff
Efficiencies

Role Clarity

Our User Story – Time!

“There is so much to do for every patient...it is hard to get it all done before the patient leaves clinic”
– medical assistant

“I do the MA tasks myself because I know my MA is too busy”
– physician

“I didn’t know if they forgot about me or were just busy”
– parent

“I waited over 1 hour in the waiting room for a flu shot”
– parent

“I stand around waiting for patients to be ready for me”
– physician

“I plan to spend all day here when I have an appointment”
– parent

What if...

**We told you we had a solution
that decreased our patients' cycle
time while improving staff
efficiencies?**

Our Approach

Expand the Medical
Assistant Role

Decrease
Patient Cycle
Time

Improve the Scope of Work
& Capabilities of Care Team

Solution

2:1 Staffing Ratio

- Streamlined workflow



2 Medical Assistants are assigned to 1 provider.

- Less redundancies by staff and providers.



The Medical Assistants will stay with their assigned patient until end of the visit.

- Potential for increased access of up to **100 additional patient appointments** per week in our Aurora clinic.

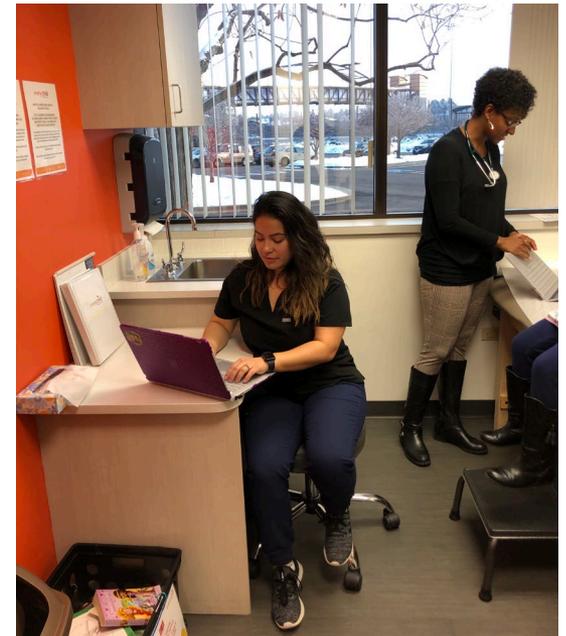
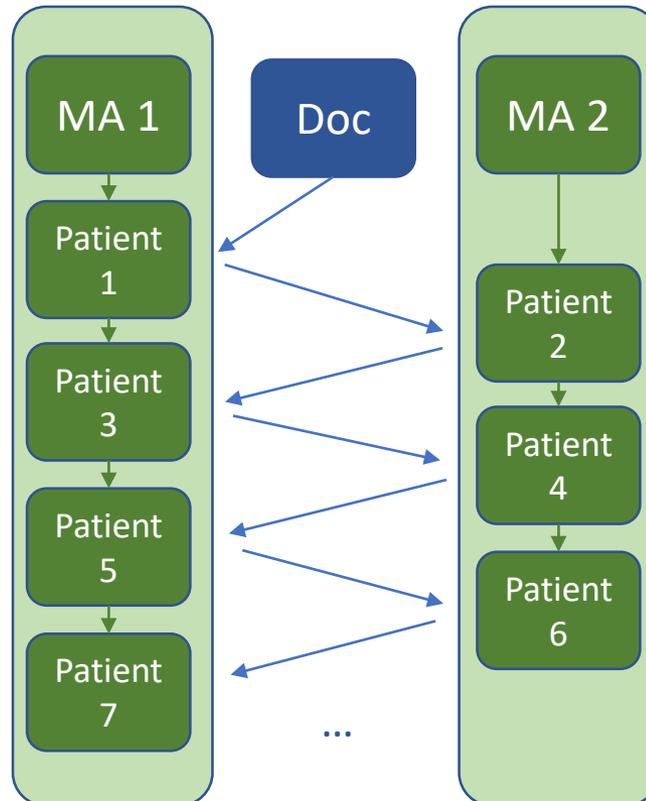
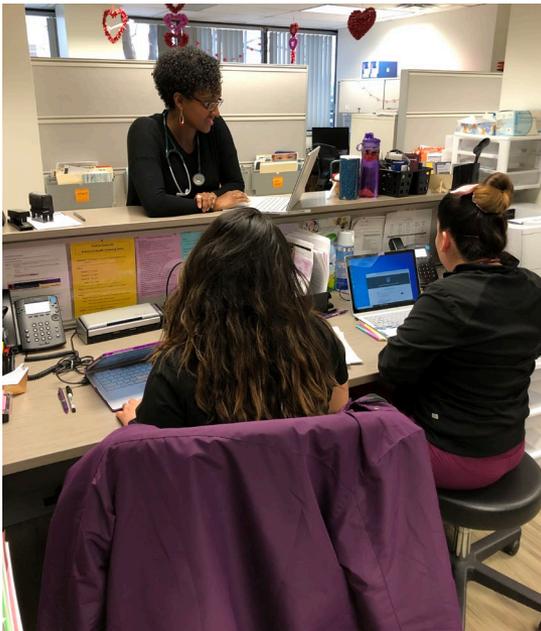


Decreased patient cycle time and increased Provider and Medical Assistant efficiency.

Prototyping in Action!

“It is still really new, but we can already appreciate some benefits and see the potential for improved efficiencies and a better patient experience!”

- Provider and MA team



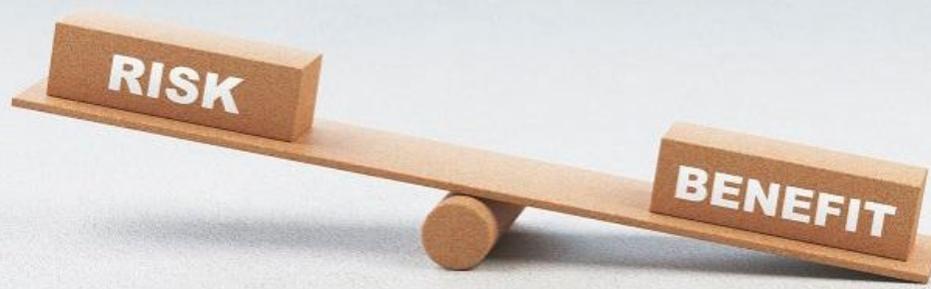
Metrics for success

Qualitative:

- Patient and staff experience surveys

Quantitative:

- Time Studies on pilot and non pilot days
- Patient access report (retrospective)



Risk of Staying

- Ongoing long waits for patients and providers
- Overwhelmed MA's and ongoing MA turnover
- Potential for negative clinical outcomes

Benefit of Changing

- Increased efficiency =
Decreased patient time in office
- Increased patient and employee satisfaction
- Improved access for our patients

What we need from you

- 4 months to continue the pilot
- Maintain a trained and dedicated team of 2 MA's to 1 provider throughout the pilot
- Data (visits, etc)
- Protected time for development and training
 - 8 hours/month
- Leadership support and ongoing engagement

A Mother's Story Revisited...

Getting out of the clinic in under an hour ...



PRICELESS!!!



THANK YOU!

Jen, Carissa, Sophia & Daniela