

Clinic Flow Assessment



Use this assessment to determine how well clinic flow is working at your site(s). After completing Step 1, consider implementing the actions for improving clinic flow under Step 2 in order to provide comprehensive services in the most efficient way.

Step 1. Assess Clinic Flow

Which of the following would you say is consistently true about your site? *(Check all that apply.)*

Clients spend less than 5 minutes filling out paperwork.

Clients do not fill out the same information more than once.

Clients rarely wait to check in for a visit.

Clients wait, on average, less than 15 minutes total during a visit. (Waiting is defined as any time the client is not in contact with staff.)

Staff take clients' vital signs in the exam room.

Staff roles are clearly defined. Multiple staff ask the same questions only if medically indicated (e.g., a clinician following up on a finding of nurse or medical assistant.)

Clients are taken to one room and all services are brought to them, rather than moving them to multiple places throughout a visit.

Exam rooms are stocked with all materials commonly used (including the provider-dependent contraceptive methods and all associated supplies).

Staff do not have to leave the exam room to get equipment, supplies, or paperwork.

Staff complete documentation in the exam room and before the client leaves.

Clients do not wait to check out.

Clients spend, on average, less than 60 minutes in the clinic for a visit, for any reason.

Step 2. Improve Clinic Flow

Get started with improving clinic flow using the actions and related resources below.

1. Develop staff buy-in for improving clinic flow:

- » Review the assessment tool above. Which items are not checked, and why? Which would you like to be able to check off, and what would you need to get there?
- » Discuss clinic flow with staff. Discuss what's working, and what's not.
- » Watch this [video on patient wait time](#) together as a staff to get the conversation going.
- » Watch this clinic efficiency [quality improvement case study video](#) for inspiration.



For related tools and tips, see
[Same-Visit Contraception: An Implementation Guide for Family Planning Providers](#)



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2. Collect data on clinic flow:

- » Track, observe, and [record client visits](#).
- » Evaluate clinic flow. For example, [map current clinic flow](#) to identify parts of the visit that are redundant or do not add value.
- » Identify bottlenecks and opportunities for improvement, based on observation data.

3. Identify a clinic flow improvement goal. Measures you may consider:

- » Cycle time (client departure minus arrival time, in minutes): target <45-60 minutes
- » Wait time (total time clients spend waiting): target <15 minutes
- » Client stops (number of transitions from one location to another): target <5-6 transitions

4. Develop and implement a clinic flow quality improvement plan:

- » Identify and test improvement ideas. For change ideas, see [Using Data to Increase Clinic Efficiency: A Quality Improvement Guide](#).
- » Use the [Clinic Efficiency Dashboard](#) to assess and track improvements on selected measures.



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