

# A3 Report

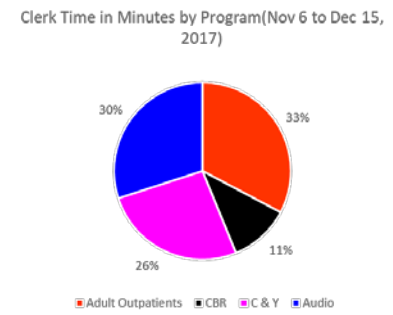
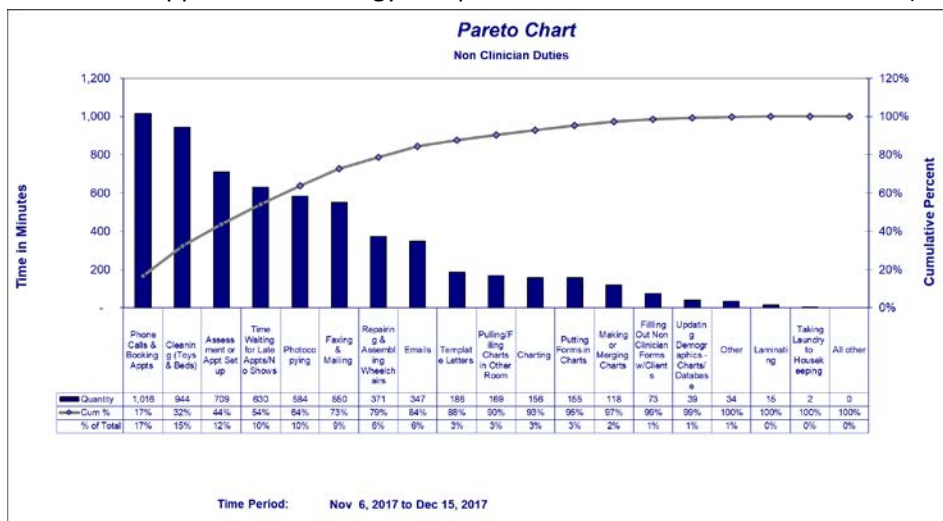
## Project Details

Division		Branch	
Project Name	Clinical Efficiency (Rehab Rockets)	Project Facilitator/Belt Level	Rhonda Block, Diane Reimer yellow belt
Project Sponsor	Rene Ouellette – Sponsor Jackie Derksen - Mentor	Project Team	Rhonda, Diane, Wendy Dirks, Jackie Mellor, Sarah Mulaire, Ashleigh Schedler
Project Start Date	October 31, 2017	Project End Date	April 9, 2018

**Problem Statement:** *Our current process contains non value added activities such as inconsistent referral processing, inefficient usage of time and motion, challenges in gathering patient related information, equipment and paperwork, which leads to delays in service to clients and results in frustrated staff who are unsure of roles and responsibilities.*

### Current State Analysis - What's the Data Story?

Data shows that clinicians spend a lot of time making phone calls, photocopying, etc. doing clerical activities. Data shows that there is a small percentage of clerical support for Community Based Rehabilitation (CBR) and a disproportionate amount of support for Audiology compared to the rest of Children & Youth (C & Y) services.



### Project Aim

By June 30, 2018 we will increase clerical support for Community Based Rehab to 20% of all program support and therefore allow for more clinical time to see patients.

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## Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Co-locate Rehab Admin assist and CTI/CBR clerk in same office. Standardize workspaces and referral receipt and prioritization procedures for all of Rehab Services.	January 29 to Feb 2, 2018
2	Clerks book all initial appointments for all clinicians, make charts, pull and file daily for all programs.	Feb 5 – 16, 2018
3	Standardize charts and filing systems. Clerks check in clients for all initial appointments, do reminder phone calls for appointments for all programs, chart no show and cancellation information in charts.	Feb 20 – March 2, 2018
4	5 S for OT equipment storage and inventory tracking system. Change adult services, clerk schedule to later start to allow for more clerical coverage.	March 5 - 16, 2018

## Controls Utilized

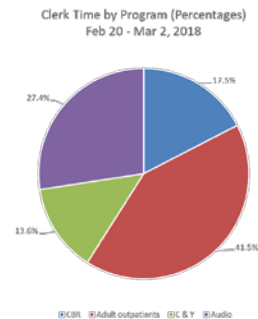
Fundamental Change – moved Rhonda, moved waitlist binders, moved files and removed day timers.

Visual Controls & Standard Work – updated process maps, standardized work space, color coding system in calendars

Training – trained therapists and clerks to use new calendar/scheduling process, provided continued support

## Outcomes – Qualitative and Quantitative Outcomes and Potential for Spread

- Gained 49.25 appointment slots for CBR clients
- Reduced wait times in CBR from 26 weeks to 4 weeks
- Reduced time it takes to book initial appointment – 71% less phone tag incidents
- Eliminated time of clinician filling out non-clinical forms in C&Y
- Increased the amount of time spent by clerks supporting CBR from 11% to 17.5% at the end of the improvement phase



## “One Liner” Summary Description

By standardizing work spaces, calendars, and processes we have improved efficiencies for the clerks enabling them to take on additional clerical responsibilities which has created increased time for clinicians to see patients.