



Improvements Achieved

Project Name: Rehab Clinical Efficiency project

Project Facilitator: Diane Reimer, Rhonda Block

<p>Cost Savings</p>	<ul style="list-style-type: none"> • More clerical time directed to CBR, allowing CBR clinicians to see more patients. • When CBR clinicians were doing phone calls and booking their own appointments they were spending 3234.4 minutes per year which equates to 54 appointment slots that were not available. • After improvement phase where clerk schedule CBR initial appointments clinicians will now spend 286 minutes per year which equates to 4.75 appointment slots that are not available. • Overall savings of 49.25 appointment slots now available for CBR clinicians to see patients.
<p>Patient Safety</p>	<ul style="list-style-type: none"> • Reduced wait times in CBR from 26 weeks wait in January 2018 to 4 weeks wait time by the end of February 2018.
<p>Cycle Time</p>	<ul style="list-style-type: none"> • Better flow of referral receipt to initial appointment booking. • When CBR clinician was booking initial appointments 67% of the time they were able to reach client or contact the first day. 33% took more than 3 days to reach the client or contact. • 21 incidents of phone tag were recorded when CBR clinician was booking the initial appointment. • When CBR clerk started booking appointments 89% were reached in the first 24 hours and phone tags incidents were reduced by 71%.
<p>Other.....</p>	<ul style="list-style-type: none"> • Improved efficiency, standardization of clerical processes, allowing clerks to cover for each other • Improved clerical support for CBR program from 11% in Analyze phase, to 18% by the end of the Improvement phase

*Identify savings as one time or annual.