

Reducing Delays Due to Inadequate or Incorrect Patient Preparation at Waterford Medical Associates: The “Dream Book”



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About Waterford Medical Associates

- Located in Waterford, Michigan
- Three-physician primary care medical practice



The Project Team

- Dr. Leib, primary care physician
- Dr. Gold, primary care physician
- Cathy Moody, practice manager
- John Casey, process improvement coach

The Problem

Patients were not being properly prepared by the practice's medical assistants for common medical procedures. This resulted in wasted time and missed opportunities to see additional patients.

Project Goals

Decrease by 75 percent the time lost due to inadequate or incorrect patient preparation.

- Delays were averaging approximately 15 minutes per occurrence at a rate of one occurrence per day.

Root Cause Analysis

Root causes of inadequate or incorrect patient preparation for common medical procedures:

- Medical assistants did not know how to prepare for common procedures.
 - Patients lacked necessary medical tests.
 - Physicians lacked necessary equipment or instruments in exam rooms.
- Each physician in the practice had slightly different needs and expectations for preparation for common procedures.

Addressing Root Causes

It was the physicians' dream to have all patients properly prepared for all common medical procedures.

- The physicians created a “dream book” listing common procedures and the correct preparations for each.
- The dream book included the specific needs and expectations of each individual physician in the practice.

Return on Investment

- The physicians documented proper preparations for approximately 20 common medical procedures. At approximately 15 minutes per procedure, this process took a total of four hours.
- With the use of the dream book, the practice reduced the number of delays to one per week, creating an annual savings of more than \$20,000.



Monitoring and Evaluating Over Time

The practice monitors the effectiveness of the dream book by counting daily delays due to inadequate or incorrect patient preparation.

Best Practice Idea: Common Procedure “Dream Book”

Current State Picture or Diagram:

No Standard Expectations

Dream Book Content Examples:

Physical Male Non Smoker <50

Physical Male Smoker <50

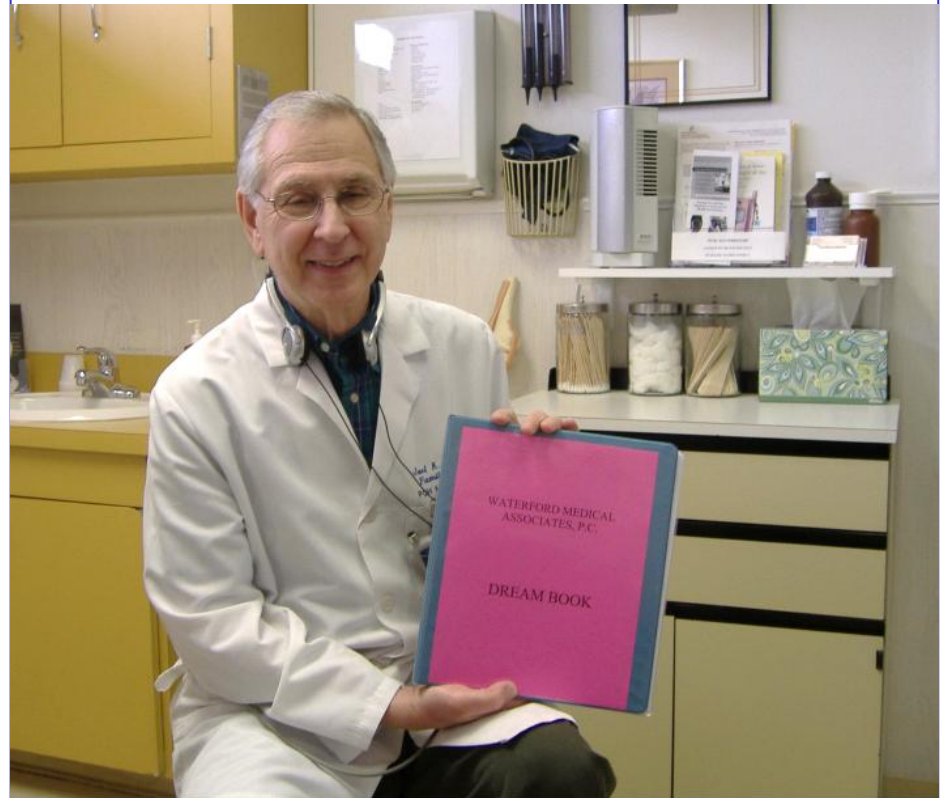
Mole removal

Benefits:

Patients & room prepped for Doctor
15 minutes 4 times per week

Saving: \$20,000

Future State Picture or Diagram:



For More Information

- Learn more about Waterford Medical Associates:
www.waterfordmedicalassociates.com.
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