

Implementing 5S Methodology to Maximize Flow and Efficiency in Shelter-Based Student Clinic.

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INTRODUCTION & BACKGROUND:

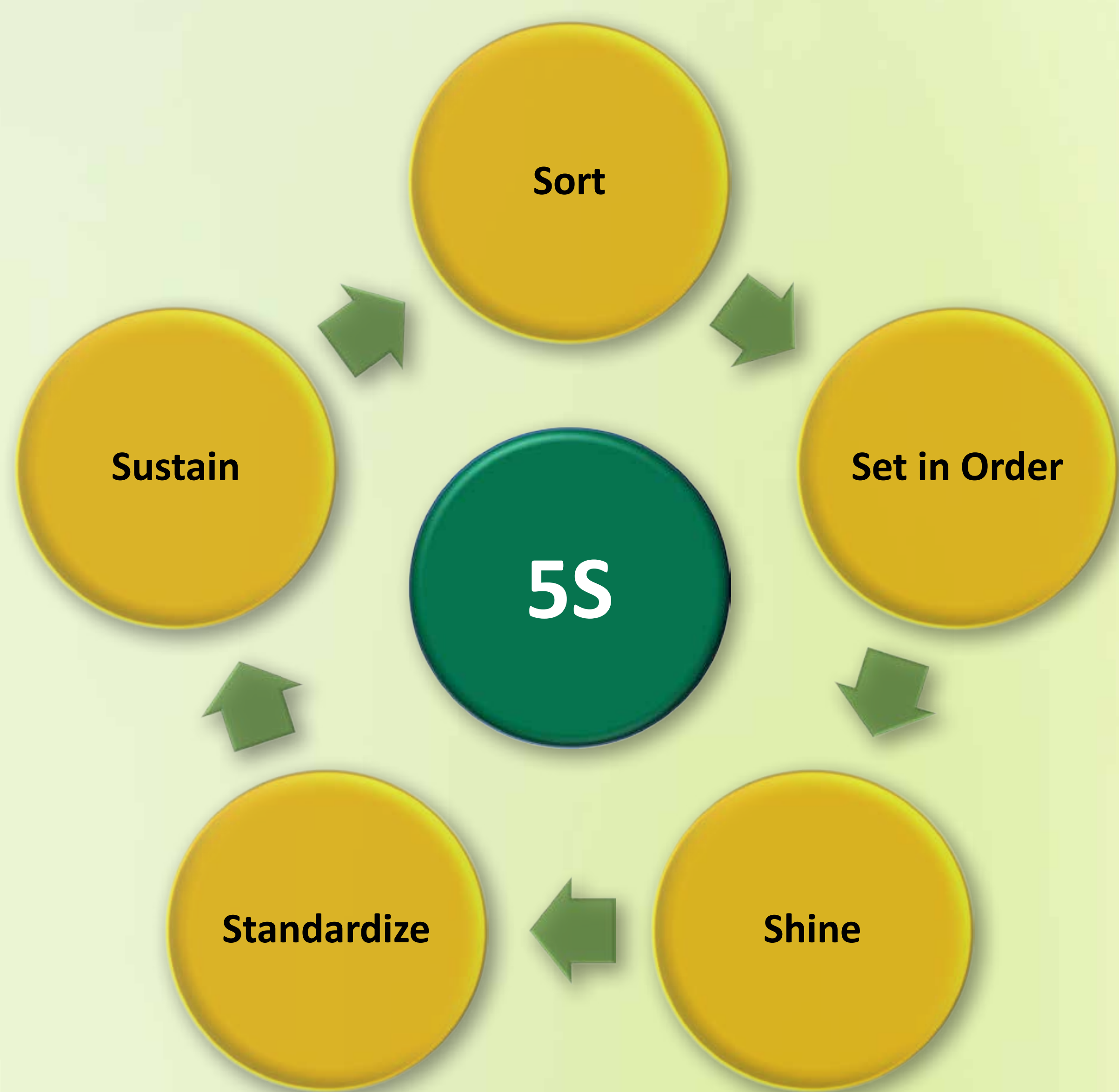
- Valley Youth House (VYH) is a shelter for temporarily homeless and displaced teenagers in Allentown PA.
- Student-volunteer shelter-based clinic
- Partnered with Lehigh Valley Street Medicine
- Provides mandated physical exams as well as acute care for residents

AIM:

Use 5S Methodology to sustain prior clinical improvements throughout leadership turnover and continue to increase efficiency by decreasing patient down time and total visit time.

MEASUREMENTS/METRICS:

- Sustained Measures:
 - 100% of patient charts completed at end of clinic
 - Reduced H&P completion time
- Overall patient visit time
- Patient downtime between vitals and visit
- Total clinic time



ACTIONS TAKEN:

- S** • Prepping charts ahead of time
- S** • Organizing supplies into set areas
• Patient tracking board (Current phase)
- S** • “Check out” time after each clinic used to discuss areas for improvement
- S** • Leadership turnover clinical manual
• Mapping patient flow
- S** • Supervised hands-on training for new leaders at the clinic during transitions

DATA & RESULTS:

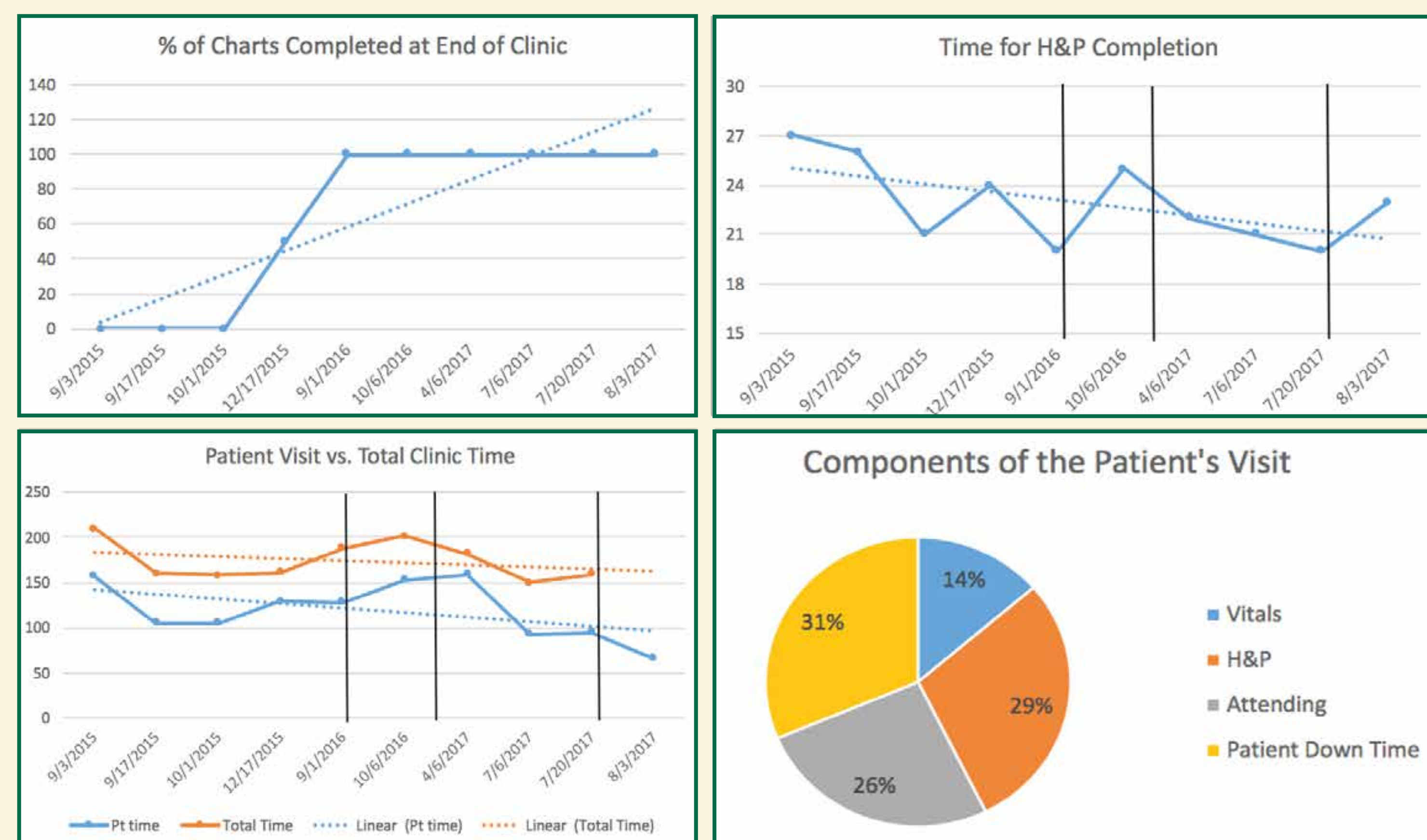


Figure 1: Average H&P completion time decreased from 27 minutes to 23 minutes, a 14% reduction.

Figure 2: Average chart completion by end of clinic rose from 0 to 100% and sustained through remaining phases.

Figure 3: Patient visit vs Total clinic time

Figure 4: Subdivisions of clinic time (Current phase)

- Phase 1** interventions performed by original student leaders
- Phase 2** after implementation of chart prep ahead of time
- Phase 3** after separation and organization of clinic supplies
- Phase 4** current intervention with electronic patient tracking

CHALLENGES FACED:

Recording times at each clinic

- Staff prioritizes seeing patients when volume is higher than normal

Variation in personnel recording times

- Personnel that are not accustomed to the role of recording timepoints may miss the timepoint or interpret them differently

Infrequency of clinic dates

- Only 2 per month, with alternating volunteers

Bringing care to the patient

- Transporting equipment
- Converting rooms into clinical spaces

NEXT STEPS:



ACKNOWLEDGEMENTS:

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