

Visit Flow Assessment:

Improving visit flows to reduce participant waiting times

MTN Annual Meeting March 2011

MRC CTU (Seven Sites) – South Africa

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HPRU – Clinical Research Sites



Background - Duration of study visits across MRC Sites

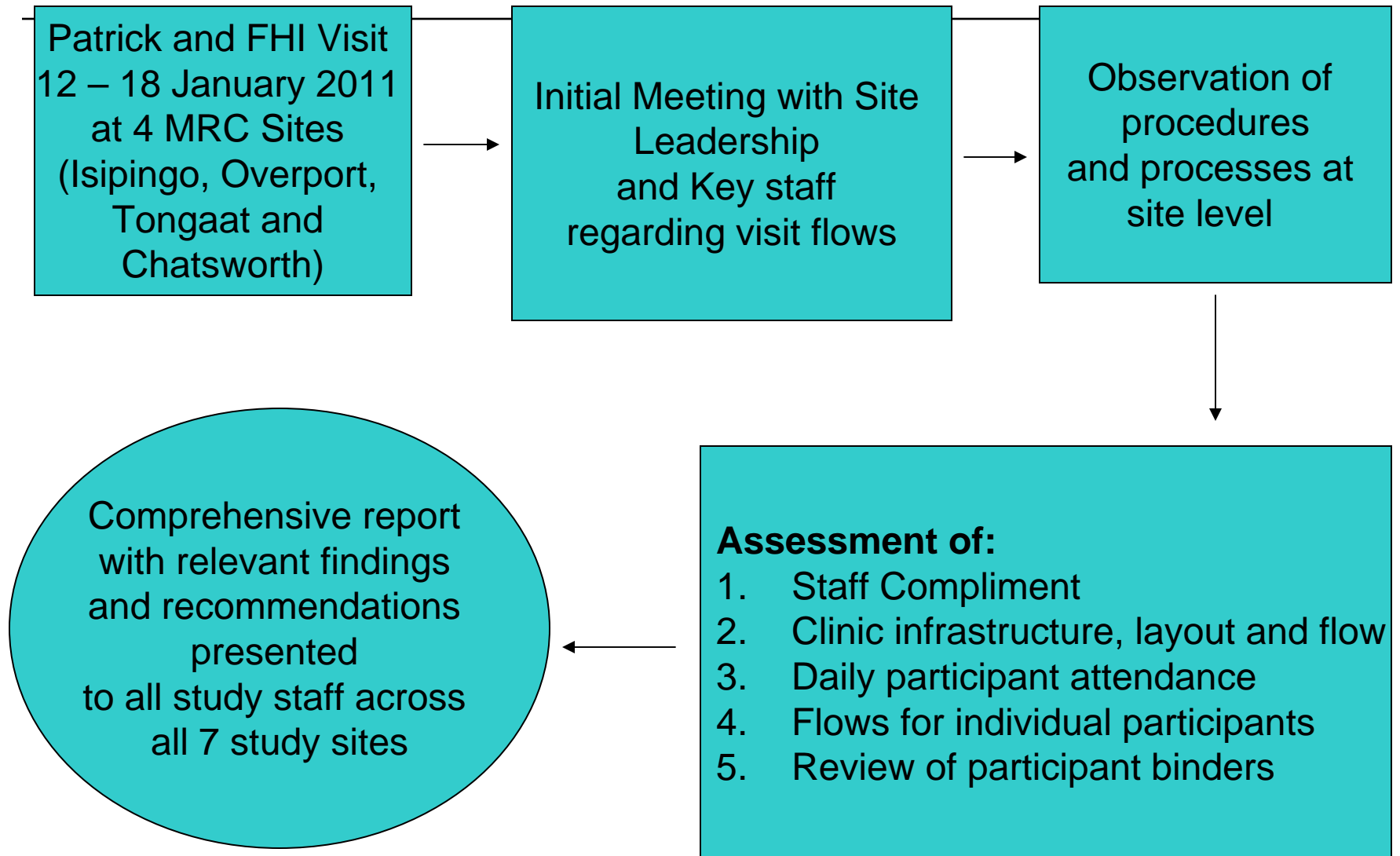
Visit	Average Duration
Screening 1	4 – 5 Hours
Screening 2	4 – 5 Hours
Enrolment	6 Hours
Monthly Follow-up	6 Hours
Quarterly/Semi-annual	5 – 7 Hours



Challenges

- Lengthy study visits and long participant waiting time; resulting in late finishing times
 - Frustration from participants that could impact retention in the long run
 - Staff burnout and fatigue

Process





Findings

A few bottleneck processes were identified:

1. Participant Registration
2. Locater Information - Relevance
3. Nurse review following urine testing from Lab
4. QC Process on the day of the visit

Summary

Problem	Recommendation	Outcome
Registration	Develop Checklist	Developed and approved by FHI – awaiting bulk printing for implementation
Locater	Review and update	Under Review
Nurse Review	Move nurse procedures to after MBA-1 and pre-test counseling	Improvement to visit duration and reduced waiting time
QC process	Identify window to review file during visit	Implemented at some sites with success



Additional Site Initiated Changes

- Counseling Worksheet – for HIV pre and post test counseling - will reduce time for chart-noting and QC process
- Comprehensive review of all procedures and process has been undertaken to facilitate efficiency and reduced visit length
- Ongoing review and sharing of best practices across sites



Impact

- Reduced visit lengths across all sites
- Reduced participant waiting times
- Improved visit flow



Questions?