

Identifying Hidden Inefficiency Secrets - eThekweni site

“Rocking the boat” for greater efficiency

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VOICE –MTN Annual

Meeting

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FEEDBACK ON OVERALL VISIT

- Visit Date: 24/25 January 2011
- Usefulness of Visit:
 - identified additional bottlenecks
 - helped to identify proven solutions to clinic flow challenges
 - staff more receptive to change when suggested by MTN
- Future visits recommended: observer gives a candid view of current processes and is familiar with effective strategies at other sites

CHANGES TO VISIT FLOW

Changes Implemented Based on Feedback from Visit

Reduced the amount of time spent on chart noting at registration, visit checklist is source, no need to duplicate information. Only specific information that does not appear on the visit checklist should be chart noted

Monthly/Quarterly Product Adherence and Behaviour Assessment procedure moved to the beginning of visit flow.

Combined Pregnancy and HIV testing as "one step" . Previous order of procedures: (1) Pregnancy test (2) Pre Test counseling (3) HIV testing (4) Post Test counseling

Additional nurse to assist with vitals procedures as this was being done by the same nurse doing the pregnancy/HIV/Urine dipstick testing

CHANGES TO VISIT FLOW

Changes Not Implemented Based on Feedback from Visit

Recommendation: Moving the clinical part of visit to the beginning of the study visit.

Site Response: The vitals and other results (urine dipstick, HIV, pregnancy test results) need to be reviewed before the clinical part of visit.

Recommendation: Removal of the vitals log from the binder for purposes of recording vitals/pregnancy/HIV/urine dipstick testing and so freeing up the binder so that other procedures can be done. Transcription of results from the lab logs into the binder and filing of the Vitals Chart would occur at a later stage.

Site Response: The site felt that this may result in an issue of Quality Assurance i.e. transcription errors, mis-filing of logs.



IMPACT ON VISIT LENGTH

- These changes had a slight impact on visit length and a significant impact on the visit flow i.e. smoother visit flow
- All changes that were implemented were successful