

VOICE Clinic Flow Assessment

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Feedback on overall visit

- Useful and insightful exercise
- Valuable feedback received on:
 - visit flow, QC process, conducting regular internal audits
- Observations/ recommendations based on:
 - one participant
 - arrived relatively late in the day for a month 4 visit,
 - generalizability
- Recommend exercises be conducted annually, earlier
- Should involve various study visits types, consider participant reporting time



Changes to visit flow

- Participants coming and leaving earlier, 1st participant leaving by noon!
- Regular internal audits
- Lab results pick up from stat lab streamlined;
 - A peer allocated to specimen transportation and results pick-up
- Contraceptive counseling offered after HCG results
- Streamlined reimbursement system, running smoothly
- Reviewing QC process: targeted reviews, less focus on data cleaning



Suggestions to the visit flow that were not implemented

- Task shifting some of the doctor's roles to nurses, or re-allocating one nurse to the counseling section
 - None of the nurses are certified counselors
 - Nurses (4) are already fully occupied by current roles
- Eliminating nurses room as a tracking place for participants
 - Central place, partitions for storing files during visit flow
 - Skipped at certain stages, files taken to pharmacy directly
 - Very vital area for participant tracking, during hold ups



Impact on visit length

- All changes have so far been successful, participants are happy, and appreciate the importance of coming early
- Yet to determine the impact of targeted QC review process
- Additional improvement anticipated



Thank you!