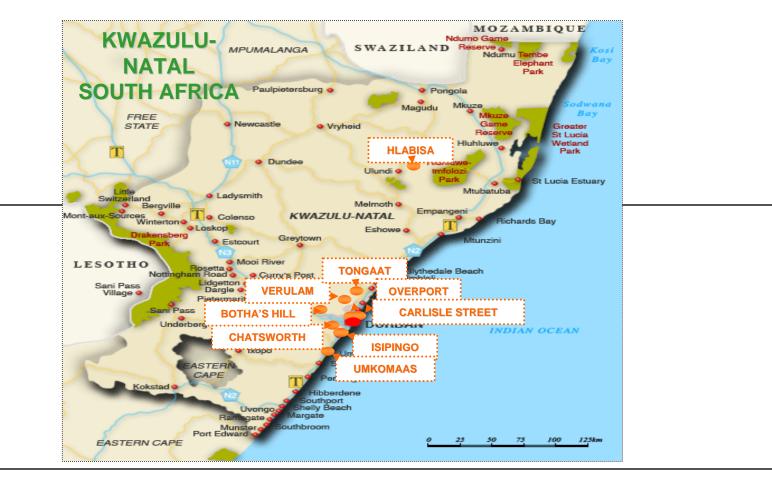
### Visit Flow Assessment: Improving visit flows to reduce participant waiting times

MTN Annual Meeting March 2011

MRC CTU (Seven Sites) – South Africa

Yukteshwar Sookrajh – CRS Leader Isipingo CRS

#### 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

Patrick and FHI Visit 12 – 18 January 2011 at 4 MRC Sites (Isipingo, Overport, Tongaat and Chatsworth)

Initial Meeting with Site Leadership and Key staff regarding visit flows Observation of procedures and processes at site level

Comprehensive report with relevant findings and recommendations presented to all study staff across all 7 study sites

#### **Assessment of:**

- 1. Staff Compliment
- 2. Clinic infrastructure, layout and flow
- 3. Daily participant attendance
- 4. Flows for individual participants
- 5. Review of participant binders

#### Findings

A few bottleneck processes were identified:

- 1. Participant Registration
- 2. Locater Information Relevance
- 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?