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

<table>
<thead>
<tr>
<th>Visit</th>
<th>Average Duration</th>
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<tbody>
<tr>
<td>Screening 1</td>
<td>4 – 5 Hours</td>
</tr>
<tr>
<td>Screening 2</td>
<td>4 – 5 Hours</td>
</tr>
<tr>
<td>Enrolment</td>
<td>6 Hours</td>
</tr>
<tr>
<td>Monthly Follow-up</td>
<td>6 Hours</td>
</tr>
<tr>
<td>Quarterly/Semi-annual</td>
<td>5 – 7 Hours</td>
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</table>
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
3. Nurse review following urine testing from Lab
4. QC Process on the day of the visit
# Summary

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