A MODEL FOR IMPROVEMENT

This worksheet walks you through the process of testing changes for improvement in your practice. Discuss and jot down ideas for each of the four questions and use the tips to guide you through each discussion.

Moment of truth	Potential assessment items
Calling for an appointment	• Number of rings before an answer • Answered by person or machine • Number of menu levels to navigate;number of choices at each level • Number of calls immediately put on hold • Time on hold • Pleasantness/sincerity of first human contact • Variance between desired appointment and given appointment
Getting to the office	• Ease with which new patient can find the practice • Parking lot "cruise time" • Number of steps from parking lot to office
Reception	• Time to first greeting • Pleasantness/sincerity of first human contact • Clarity of instruction for check-in process, and the frequency with which patients get it wrong or need to ask for help • Time required to complete check-in paperwork (for new and existing patients) • Number of redundant requests for information (for new and existing patients)
Waiting room	• Time in waiting room
Nurse call-back	• Number of times staff pronounces patients' names incorrectly • Pleasantness/sincerity of greeting • Whether staff makes eye contact • Comfort and privacy of taking vitals • What the nurse asks the patient (e.g.,reason for visit, what the patient hopes will happen at the visit),and the variance of questioning from other staff
Sitting in the exam room	• Length of wait (average and variability) • Whether staff provides an estimate of the wait and the accuracy of the estimate • How often the patient is updated on waiting time • The activities provided for patients while they wait • Comfort of the exam room
First impression of the clinician	• Whether the clinician greets the patient while looking directly at him or her
Clinical interaction	• Time to first interruption by clinician, and frequency of interruptions • Whether the patient feels that the clinician listened to him or her • Whether the patient was able to say all that he or she wanted to say • Satisfaction with the overall interaction
Clinical closure	• Whether relevant written materials are available for the patient
Check-out	• Time to first greeting • Pleasantness/sincerity of human contact • Clarity of instruction and process flow, and the frequency with which patients get it wrong or need to ask for help • Time required to complete paperwork (for new and existing patients) • Number of redundant requests for information • Whether future appointments are offered or confirmed

FAMILY PRACTICE
MANAGEMENT®