

Patient Flow Exercise

ECHO suggests that the Operations Committee engage in a Patient Flow Exercise to determine what will be needed for the clinic.

The following tasks are created in congruence with one another:

- volunteer/paid job titles
- job descriptions
- policy and procedures
- equipment needs
- budget implications

This exercise will also yield information on the number of people who will be needed to staff the clinic as well as ensuring all responsibilities have been accounted for.

For more information on this exercise, please see the document, [Patient Flow Exercise](#).

General Exercise Outline:

First

On butcher paper, map out the “stations” a patient will visit during a routine clinic experience. Each station is named on a Post It Note and placed on a piece or two of butcher paper in the order of the patient’s visit. Whereas it is NOT critical at this stage to solidify sequence of stations, all of the stations should be agreed upon. It IS helpful at this stage to keep in mind the complexity of the organizational chart you are creating and the expectations of the Executive Director’s role and hours. In addition, the clinic positions that are essential but who may not personally encounter the patient should be included as well.

Next

Each station or position is now used as the way to draft the following information per station:

- job title
- job description
- policy and procedures
- equipment needs
- budget implications

The Operations Committee Chair can best determine if the definition to accompany each Job Title or Position should be discussed further in the Committee meeting or if some of the work is best handled by individuals outside of meeting time.

Operations Chair will ensure stations and positions are reassembled in a Committee meeting after details are added. Discussion will ensure concepts fit well together and are thoroughly explored before presenting to the Planning Team as a proposal for their review. Work on this exercise will be refined in months leading up to clinic opening.