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**Everyone's
a Caregiver**

The 5 Star Clinic™



Blueprint for Success On-Site Assessment

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What is it?

A 2-day on-site assessment of your current Clinic. The process includes the following:

- Review of metrics that you are currently tracking including Patient Satisfaction scores
- A Gap Analysis of Best Practices for Clinics
- Focus groups with Providers and Frontline Staff
- Interviews with Managers from all areas the Clinic interfaces with
- Direct observations of workflow



Prior to the Assessment

Review of the following 4 areas:

- A** Pre-visit Calls with Project Leadership Group
- B** Review of the Following Data:
 - Clinic Throughput and Operational Metrics
 - Clinic Patient Satisfaction Scores
 - Clinic Best Practices Gap Analysis
 - Direct observations of workflow

Scope of the Assessment

Review of the following 4 areas:

- 1 Patient Throughput
- 2 Satisfaction of Clinic Patients
- 3 Engagement of Staff and Providers
- 4 Operational Efficiency of the Clinic

On-Site Assessment



DAY ONE

- **Tour of Clinic site(s)**
 - Focus groups with Providers
 - Focus groups with Front Line Staff
- **Interviews with**
 - Lab Manager
 - Cardiology Services Manager
 - Radiology Manager
 - Registration and Scheduling Manager
- **Clinic Flow Observations**

DAY TWO

- **Interviews with**
 - IT Director
 - Manager responsible for the phone system
 - CFO
- **Clinic Throughput Meeting with Clinic Leadership and Medical Directors**
- **Final Follow Up to resolve any unanswered questions**
- **Debrief Meeting with Leadership Team**

Within 2 Weeks of the Assessment, you will receive a comprehensive report on:

- Where your issues/bottlenecks are
- Recommendations on how to address and improve them
- A step-by-step guide on how to implement the recommendations and how to track success of the implementation process

The Blueprint for Success Report

The blueprint includes:

- Purpose and Scope
- Assessment Protocol
- Issues to be Addressed
- Goals
- Situation Summary
- Clinical Operational Metrics Compared to Best Practices
- Key Patient Satisfaction Scores
- Observations from Focus Groups
- What is Working Well
- Recommendations
- Quarterly Monitoring and Follow Up



Utilizing this report, you can

- Pinpoint where your issues are
- Set goals for where you should be in each area
- Put together an improvement plan following the specific guides presented
- Monitor progress in all area to make sure that the improvement continues toward the established goals

More Information

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