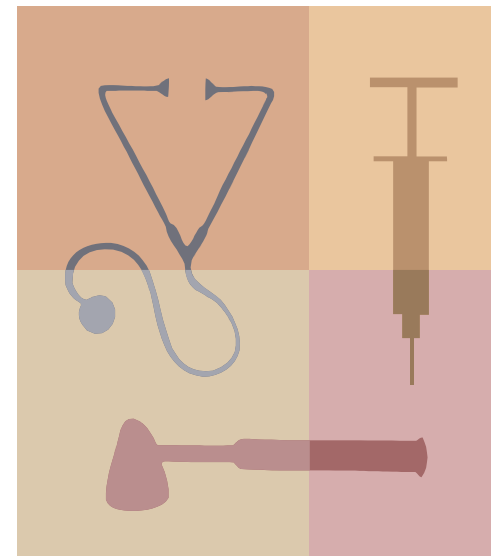




PATIENT VISIT REDESIGN™

THE RAPID REDESIGN TEST (RRT) TOOLKIT

- ★ **RRT Results Table**
- ★ **RRT Patient Cycle Time Log**
- ★ **RRT Preparation Checklist**
- ★ **Patient Care Team Huddle Sheet**



RAPID REDESIGN TEST (RRT) RESULTS TABLE

RECORD YOUR RAPID REDESIGN TEST RESULTS

Performance Mandate: “90% of all visits will be completed within _____ minutes.”

	Baseline	RRT 1	RRT 2	RRT 3	RRT 4	RRT 5	RRT 6	RRT 7	RRT 8	RRT 9
A. RRT Duration (in hours)										
B. Number of Care Teams										
C. Total # of RRT Clinic Hours										
D. Total # of Patients Seen (from Cycle Time Log)										
E. Cycle Time Average in Minutes (Cycle Time Log)										
F. Productivity (patients/hour). Divide “D” by “C”. Calculate to 1 decimal point.										
G. % of visits at or below mandate (Cycle Time Log)										

RRT PATIENT CYCLE TIME LOG

Patient care team name: _____

RRT Date: _____

Duration (#hours): _____

scheduled patients: _____

Appt Time or WI	Patient ID	Time (IN)	Time (OUT)	Total Time (minutes)		Appt Time or WI	Patient ID	Time (IN)	Time (OUT)	Total Time (minutes)
Total pts:		Total Time:				Total pts:		Total Time:		

1. Grand total time (in min): _____ . 2. Grand total # patients: _____ .
3. Average cycle time: Divide "A" by "B"= _____ minutes. 4. Circle all visits with cycle time less than your mandate, total, and divide by the grand total of patients seen: _____ .

RAPID REDESIGN TEST (RRT) PREP CHECKLIST

A. Background Information

- Clinic Name: _____
- RRT Number: _____
- Date of RRT: _____
- Day of RRT: _____
- Time of RRT: _____
- Number of Patient Care Teams: _____
- Duration of RRT (in hours): _____
- Number of Exam Rooms for RRT: _____
- Total Number of Staff in RRT: _____

B. Patient Flow Preparation

- Is Simplified Scheduling part of your redesign model? _____
 - Number of 15 minute slots in RRT schedule? _____
- Number of patients pre-called (if part of model)? _____
 - Number of appointments confirmed? _____
 - If you confirmed appointments, were you able to accomplish other work with the patient at the same time (pre-registration, demographic data, reminders regarding money, medicines, equipment, and logs)? _____
- Do you have plan to collaborate with triage during the RRT? _____

C. Other Preparation

- Have you alerted all staff that an RRT was occurring? _____
- Did you take steps to make sure you do not offend staff you may be displacing physically or otherwise by this RRT? _____
- If you have non redesign team members working with you in this RRT, are they well oriented to the new visit model and are they well trained to have a successful experience? _____
- Have you begged and borrowed all the equipment you need for the RRT? _____
- Are medical records obtained, accounted for, and prepped for the RRT? _____
- What is your plan for gathering patient comments and testimonials during the RRT?

D. The Patient Care Team Huddle

- Does the huddle include all RRT participants (including RTAs)? _____
- Have charts been reviewed and huddle sheets been prepared ahead of time? _____
- Is there a Huddle Captain responsible for a focused and productive huddle? _____
- Did the patient care team review all scheduled patients and formulate mini game plans for each visit? _____
- Did participants take notes so that teamwork will be automatic when the visit occurs? _____
- Did you do a final review of the redesign model so everyone leaves the huddle on the same page?
- Did you review all staff roles for the RRT? _____
- If you're using walkie-talkies, did you check for battery power and do a test before leaving the huddle? _____

E. The Post-RRT Debriefing

- Did you choose a facilitator to keep you focused on the debriefing? _____
- Are all RRT participants in the debriefing room? _____
- Is there a flip chart and markers to record the session? _____
- Calculate your statistics: average cycle time, the number of patients seen, and productivity per hour and put on the flip chart.
- What were the comments of patients during the RRT? Post or write on a flip chart.
- How did working in the RRT feel to you as a way of seeing patients? How satisfied were you with your work experience?
- List all the elements of your redesign model that worked well during the RRT.
- List all elements that didn't work well.
- Review the elements that did not work well and determine whether the element was poorly executed by you (and therefore needs to be included in the next RRT), or was well executed but not a necessary element of the redesign (and should be dispensed with in future tests.)
- RRTs are "experiments". In the next RRT, what is it you will try that is new to your redesign?
- What problems need to be fixed before the next RRT?
- Who will fix which problems by when? (Make sure you exit the debriefing with a very detailed game plan).



RRT PATIENT CHART PREP SHEET

INDIVIDUAL CHART FORMAT

If helpful, use this to prepare for your Patient Care Team Huddles. Prepare one huddle sheet per patient based on your review of the medical chart. All team members should participate in chart review and completion of huddle sheets. Attach the sheet to the front of the chart.

Patient Name _____ ID Number _____

DOB _____ Phone Number _____

Primary Language _____ Appointment Time _____

Provider/Team _____ Reason for Visit _____

CHART REVIEW CHECKLIST

- Face Sheet
- Allergies Noted
- Insurance Type
- Consultants Notes (date)
- _____
- _____
- _____
- ER Visit (date, reason, records)
- CoPay Amount
- XRays
- Labs

VISIT ACTION CHECKLIST

- Labs & other before patient is examined...
 - Fingerstick BG
 - HBA1c
 - Urine micral
 - Urine Pregnancy
 - GTT
 - Hgb/Hct
 - CBC
 - Stool Guiac
 - UA
 - Rapid Strep
 - Patient Undresses
 - Glucose Log

