Work Flow Analysis: Evaluating Efficiency and Barriers to Care in the Geriatric Renal Transplant Population

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Introduction and Background

The United States currently faces rising incidence of both chronic kidney disease and renal failure\(^1\). Additionally, in recent years this disease burden has shifted toward the geriatric population\(^2\).

Workflow analysis, which has been used in many contexts to improve both clinical efficiency and patient care\(^3,4,5,6\), presents a means to both of these ends.

Hypothesis and Objectives

**Hypothesis:** Quality healthcare consists of a balance between capacity and demand.

**Goals**

1. Construct an idealized workflow model of a renal transplant clinic visit
2. Establish baseline clinical performance by recording workflow data and key performance indicators\(^4\) for multiple patient visits to clinic
3. Hypothesize ways to reduce variability in the duration of clinical visits, decrease costs, and improve patient satisfaction with the clinical appointment
4. Conduct brief, semi-structured interviews of patients, physicians, and ancillary staff to identify obstacles to care and hypothesize ways in which they may be addressed.

**Materials and Methods**

1. Workflow observation study with a convenience sampling of patients from the UCSD Renal Transplant Clinic at Hillcrest
2. Patients followed through clinic by observer, 56-item workflow observation form - Observational Checklist of Patient Encounters (OCPE) - used to record key performance indicators describing patient visit
3. Patients given short questionnaire, brief semi-structured interview focused on visit perception, satisfaction, and barriers to care

**Future Directions**

1. Institute hypothesized changes in clinic workflow pattern and record workflow data for future patient visits to clinic
2. Test data against baseline to evaluate success of proposed measures.

**References**


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