



QI Project: Increased Quality Chairside Time with Pre-prepared Setup

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Problem

- Quality provider-patient relationship is an important factor that influences utilization
 - Long waiting time and negative interactions such as feeling “inferior” or “second-class” because they were “rushed in and rushed out” were found to be serious barriers
 - *“We spend a good amount of appointment time setting up. Leaving less time with the patient”*
 - *“We spend more time at different clinics and I do not know where [supplies] and don't know how to set-up”*

Current State

- No standard protocol of when, how, and who sets up
- No centralized area of supplies
- No prepared set-up for each procedure
- Loss of chairside time due missing supplies in set-up
- As a result, there is a **decreased quality chairside time** with resident and patients
 - Reduced treatment and doctor-patient time
 - Backed-up/late schedule and appointments

QI project Aim/Goal

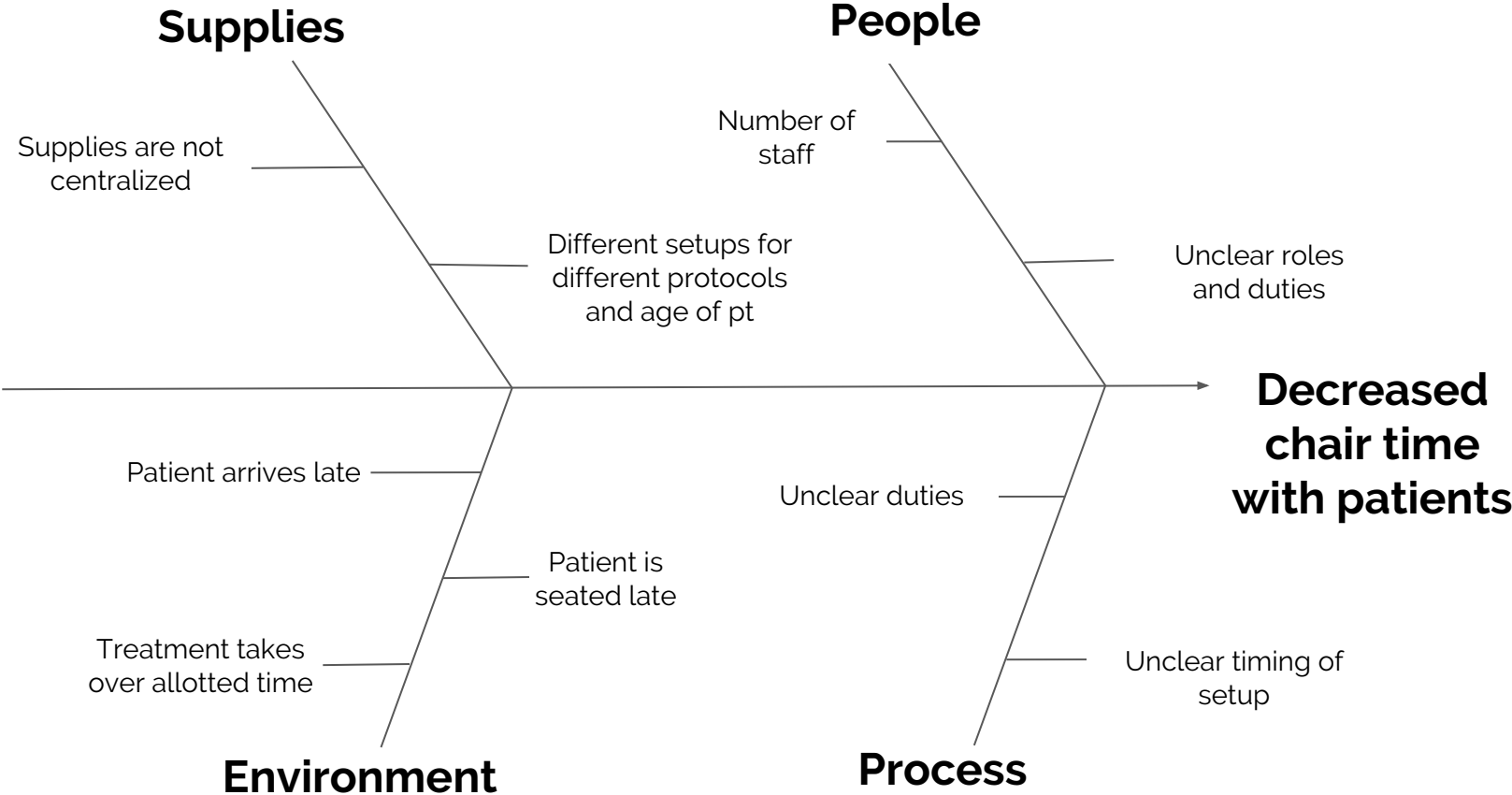
- **AIM:** Increase quality chairside appointment with patients and their families
- **GOAL:** Decrease wait time for patients when they arrive by 50% within two weeks by 1/14/2019
 - Pre-prepared bags/trays
 - Decreased wait-time, interrupted chairside time; increase quality chairside time
 - Stay on schedule, keep the full hour appointment with each patient
 - Improve patient, resident, and staff satisfaction



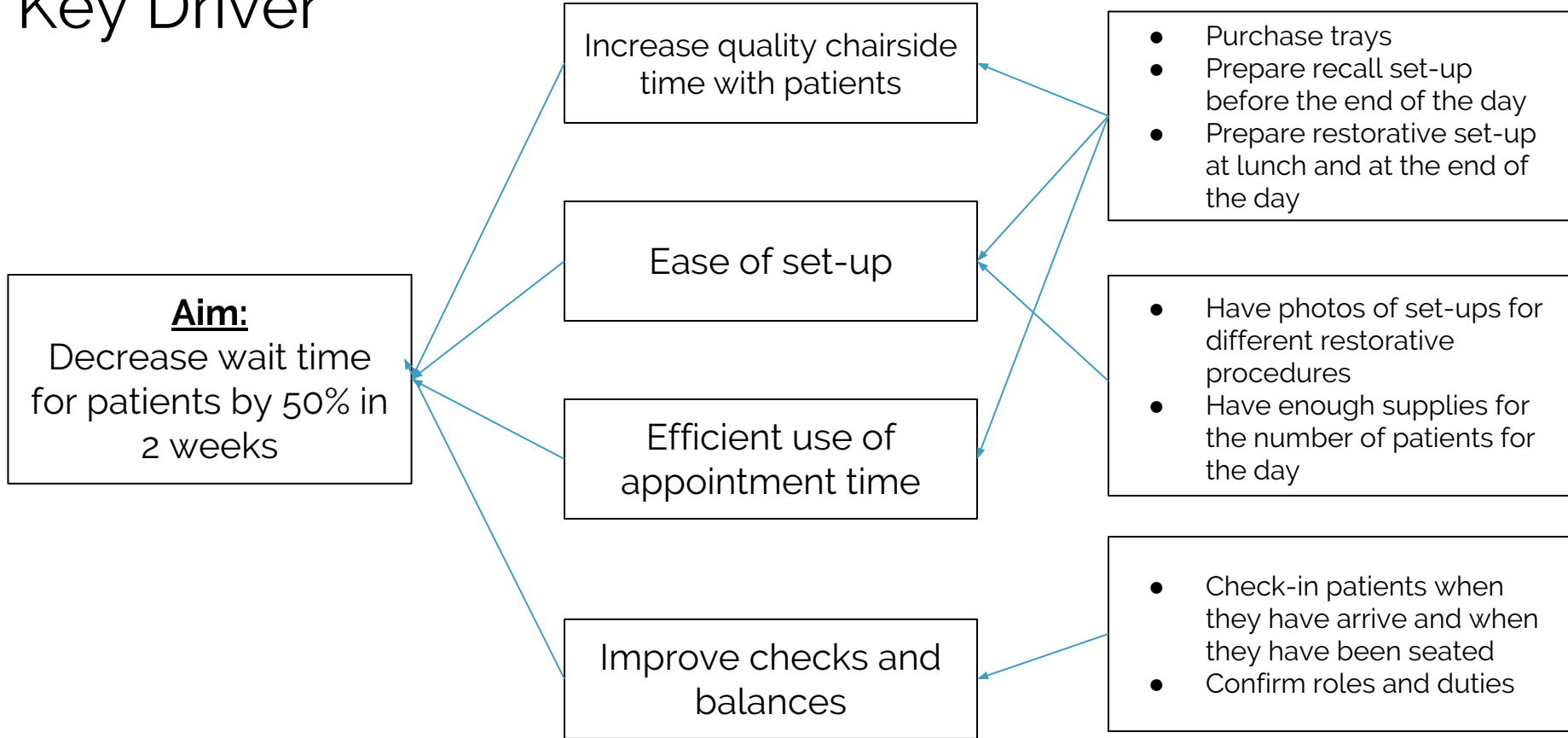
Root Cause Analysis

Fishbone Analysis/Key Driver/Process Map

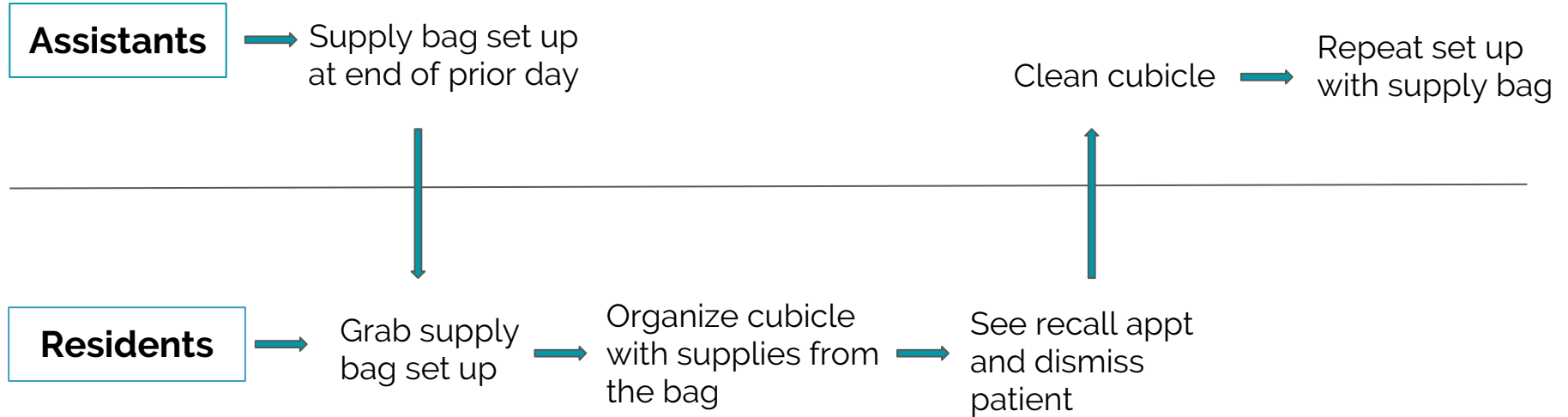
Fishbone Diagram



Key Driver



Process Map





IDEA



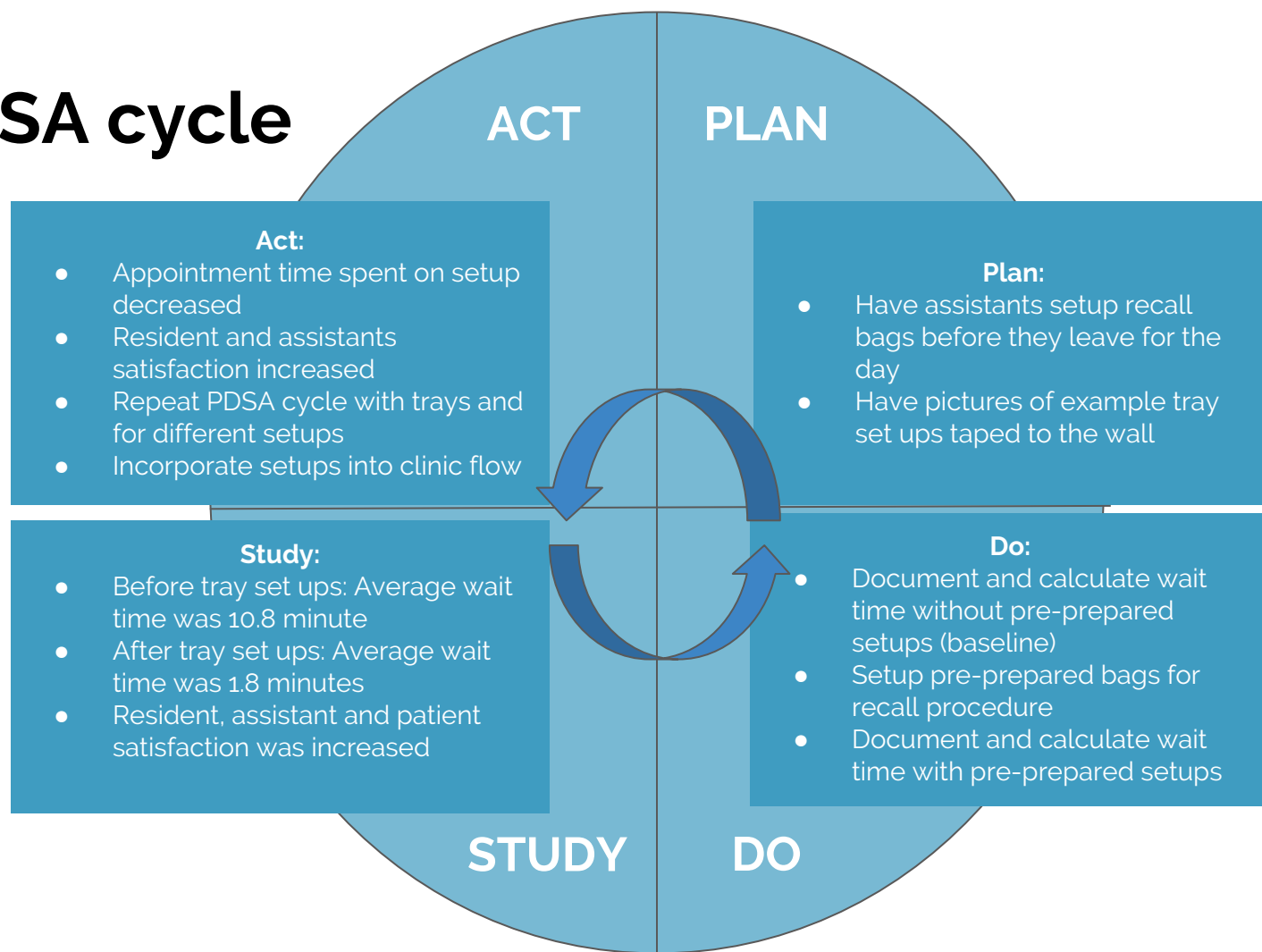
PLAN



ACTION

PDSA cycle

PDSA cycle





Metrics

Results Without Setups

Clinic Results Without Tray Set-Ups

PARTICIPANT	MINUTES
Patient A	41
Patient B	1
Patient C	2
Patient D	6
Patient E	4

Results With Setups

Clinic Results With Tray Set-Ups

PARTICIPANT	MINUTES
Patient A	3
Patient B	0
Patient C	0
Patient D	5
Patient E	0
Patient F	3

Qualitative analysis

- *“It cut down a lot time and I was able to use more of the appointment time with the patient!”*
- *“It was nice to have everything in one bag and I didn't have to scramble around to get everything”*
- *“We didn't have to ask the assistants where things were and to grab things for us”*

Barriers

- Technology
 - Time points had to be recorded by hand
- Time needed to pre-prepare the setups
- Staff needed to pre-prepare the setups
- Supplies needed to pre-prepare the setups
 - Trays
 - Cassettes and supplies for the number of patients for the day
- Different setups needed based on age and procedure

Possible future plans/next steps

- Repeat PDSA cycle with setups for different procedures and recalls for different patient ages
- Repeat PDSA cycle with tray setups
- Delegate setups
- Incorporate setups in clinic flow
- Continue to take time points
- Survey residents, patients, and assistants

THANK YOU!

