

Identification and improvement of medical care inefficiencies at a resident pediatric clinic

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Health care access and effectiveness is at the forefront of the current national debate and the importance of policy decisions can be seen locally in Kansas. In collaboration with the University Of Kansas School Of Medicine, the Wichita State University Industrial and Manufacturing Engineering healthcare research team have identified a teaching facility that serves low income patients. Our goal is to improve the effectiveness of care throughout the clinic using industrial engineering system improvement tools. The teaching clinics are unique to other local health care clinics because they serve dual purposes. First they serve as a site for patient care; second, they are teaching center for resident physicians to gain clinical experience while being advised by faculty of the local school of medicine. Currently, about 300 patients are seen by residents in the clinic per week. However, waiting times and appointment retention at this clinic are not known. Observations have been done over a six week period to collect data on the clinical process and analyses will be provided to support recommendations to improve the clinic effectiveness and overall care that is provided. Most importantly, these analyses will have direct applications to other local health care facilities.