## **Final Report – Rooming Workflow Optimization**

**Project Lead:** Nathan Rudamas  
**Project Duration:** July – October 2023  
**Location:** Mountain Park Health Center

### **1. Project Overview**

The Rooming Workflow Optimization project aimed to standardize and improve the process used by Medical Assistants (MAs) to prepare patients for provider visits. The goal was to reduce rooming times and improve satisfaction among patients, MAs, and providers. The project ran for three months and included planning, pilot testing, and full implementation phases.

### **2. Objectives**

* Reduce average rooming time for follow-up visits from 10 to 5 minutes
* Reduce wellness visit rooming time from 25 to 15 minutes
* Improve workflow consistency through a standardized process
* Increase satisfaction for MAs, providers, and patients

### **3. Key Results**

* Rooming time for follow-up visits reduced by 50%
* Rooming time for wellness visits reduced by 40%
* Provider satisfaction increased by 40%
* Patient satisfaction increased by 35%
* A training manual was developed to support standardized onboarding and documentation

### **4. Challenges and Resolutions**

* **Delayed Provider Feedback:** Some providers took longer to review proposed changes  
  **→ Resolution:** Sent reminders and scheduled one-on-one feedback sessions
* **Staffing Shortages:** Affected the pilot timeline and availability of MAs  
  **→ Resolution:** Adjusted the pilot scope and timeline, included float staff
* **Resistance to Change:** Some team members were hesitant to adopt new workflows  
  **→ Resolution:** Held huddles, encouraged MA involvement, and emphasized benefits

### **5. Stakeholder Feedback**

Stakeholders including Jamie Grell (Manager), involved providers, and the pilot MA group (Tatiana, Kim, Scott, Liz) reported improved communication, more efficient patient transitions, and clearer expectations. The workflow was praised for improving structure and reducing ambiguity in the rooming process.

### **6. Lessons Learned**

* Set early feedback deadlines and reminders to avoid delays
* Piloting with a small group improves engagement and allows fine-tuning
* Visual tools (like step-by-step guides) make workflows easier to adopt
* Ongoing communication with frontline staff is key to lasting success